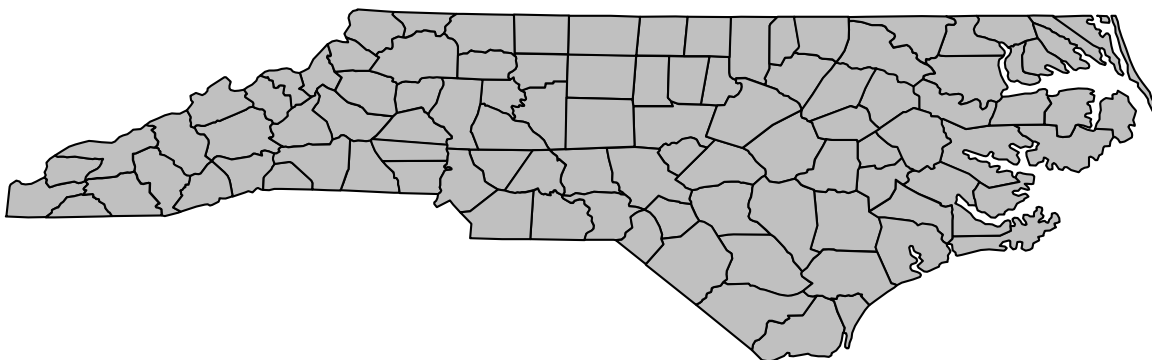


**North Carolina Division of Mental Health, Developmental  
Disabilities, and Substance Abuse Services**

**Quarterly Report on  
Level 2 and 3 Incidents in Local Management  
Entities Catchment Areas**

**State Fiscal Year 2006 - 2007  
Fourth Quarter  
April 1, 2007 - June 30, 2007**



Prepared by

Quality Management Team  
Community Policy Management Section  
Division of Mental Health, Developmental Disabilities, and Substance Abuse Services  
North Carolina Department of Health and Human Services

October 2007



# Table of Contents

<b>Executive Summary .....</b>	<b>1</b>
<b>Introduction .....</b>	<b>3</b>
<b>I. Summary Graphs and Charts of Statewide Data .....</b>	<b>4</b>
<b>II. LME Identified Trends .....</b>	<b>20</b>
Summary of Trends Reported By LMEs .....	21
Examples of LME Identified Opportunities for Improvement: Analyses, Strategies, Actions Taken, Evaluation and Next Steps.....	22
<b>III. Detailed Data (By LME and Statewide).....</b>	<b>25</b>
<b>Number of Providers and Percentage of Licensed Providers Submitting Incident Reports</b>	
Table 1 - Number and Percentage of Licensed Providers Submitting Reports .....	26
Table 2 - Number and Percentage of Medicaid Enrolled Providers Submitting Reports .....	27
Table 3 - Average Number of Reports Per Provider .....	28
<b>Total Number of Incidents Reported</b>	
Table 4 - Numbers and Rates Per 1,000 Active Consumers of <b>Level 2 and Level 3</b> Incidents.....	29
Table 5 - Unduplicated Count of Consumers, Highest and Average Number of Incidents Per Consumer.....	30
<b>Total Number of Incidents Reported By Location</b>	
Table 6 - Total Number of <b>Level 2 and Level 3</b> Incidents By Location of Incident .....	31
Table 7 - Numbers of <b>Level 2</b> Incidents By Location of Incident .....	32
Table 8 - Numbers of <b>Level 3</b> Incidents By Location of Incident .....	33
<b>Deaths Reported by Cause of Death</b>	
Table 9 - Numbers.....	34
Table 10 - Rate per 1,000 Active Consumers .....	35
<b>Restrictive Interventions (Use of Physical Restraint, Isolation, and Seclusion)</b>	
Table 11 - Total Number of <b>Level 2 and Level 3</b> Incidents .....	36
Table 12 - Rate per 1,000 Active Consumers of Level 2 and Level 3 Incidents .....	37
Table 13 - Unduplicated Count of Consumers, Highest and Average Number of Incidents Per Consumer.....	38
Table 14 - Number of <b>Level 2</b> Incidents.....	39
Table 15 - Rate per 1,000 Active Consumers of Level 2 Incidents .....	40
Table 16 - Number of <b>Level 3</b> Incidents.....	41
Table 17 - Rate per 1,000 Active Consumers of Level 3 Incidents .....	42
<b>Consumer Injuries Requiring Treatment by a Licensed Health Professional</b>	
Table 18 - Total Number of <b>Level 2 and Level 3</b> Incidents .....	43
Table 19 - Rate per 1,000 Active Consumers of Level 2 and Level 3 Incidents .....	44
Table 20 - Unduplicated Count of Consumers, Highest and Average Number of Incidents Per Consumer ( <b>Injuries Related To Aggressive/Destructive Behavior</b> ) .....	45
Table 21 - Unduplicated Count of Consumers, Highest and Average Number of Incidents Per Consumer ( <b>Injuries Related To Self-Injurious Behavior</b> ) .....	46
Table 22 - Unduplicated Count of Consumers, Highest and Average Number of Incidents Per Consumer ( <b>Injuries Related To Trips or Falls</b> ) .....	47
Table 23 - Unduplicated Count of Consumers, Highest and Average Number of Incidents Per Consumer ( <b>Injuries Related To Auto Accidents</b> ).....	48
Table 24 - Unduplicated Count of Consumers, Highest and Average Number of Incidents Per Consumer ( <b>Injuries Related To Other Causes</b> ).....	49
Table 25 - Number of <b>Level 2</b> Incidents.....	50
Table 26 - Rate per 1,000 Active Consumers of Level 2 Incidents .....	51

Table 27 - Number of <b>Level 3</b> Incidents.....	52
Table 28 - Rate per 1,000 Active Consumers of Level 3 Incidents .....	53

### **Allegations of Abuse, Neglect, or Exploitation**

Table 29 - Total Number of <b>Level 2 and Level 3</b> Incidents .....	54
Table 30 - Rate per 1,000 Active Consumers of Level 2 and Level 3 Incidents .....	55
Table 31 - Unduplicated Count of Consumers, Highest and Average Number of Incidents Per Consumer .....	56
Table 32 - Number of <b>Level 2</b> Incidents.....	57
Table 33 - Rate per 1,000 Active Consumers of Level 2 Incidents .....	58
Table 34 - Number of <b>Level 3</b> Incidents.....	59
Table 35 - Rate per 1,000 Active Consumers of Level 3 Incidents .....	60

### **Medication Errors**

Table 36 - Total Number of <b>Level 2 and Level 3</b> Incidents .....	61
Table 37 - Rate per 1,000 Active Consumers of Level 2 and Level 3 Incidents .....	62
Table 38 - Unduplicated Count of Consumers, Highest and Average Number of Incidents Per Consumer ( <b>Med Errors Related To Wrong Dosage</b> ) .....	63
Table 39 - Unduplicated Count of Consumers, Highest and Average Number of Incidents Per Consumer ( <b>Med Errors Related To Wrong Medication</b> ) .....	64
Table 40 - Unduplicated Count of Consumers, Highest and Average Number of Incidents Per Consumer ( <b>Med Errors Related To Wrong Time of Administration</b> ) .....	65
Table 41 - Unduplicated Count of Consumers, Highest and Average Number of Incidents Per Consumer ( <b>Med Errors Related To Missed or Refused Dose</b> ) .....	66
Table 42 - Number of <b>Level 2</b> Incidents.....	67
Table 43 - Rate per 1,000 Active Consumers of Level 2 Incidents .....	68
Table 44 - Number of <b>Level 3</b> Incidents.....	69
Table 45 - Rate per 1,000 Active Consumers of Level 3 Incidents .....	70

### **Consumer Behavior**

Table 46 - Total Number of <b>Level 2 and Level 3</b> Incidents .....	71
Table 47 - Rate per 1,000 Active Consumers of Level 2 and Level 3 Incidents .....	72
Table 48 - Unduplicated Count of Consumers, Highest and Average Number of Incidents Per Consumer ( <b>Suicide Attempts</b> ) .....	73
Table 49 - Unduplicated Count of Consumers, Highest and Average Number of Incidents Per Consumer ( <b>Inappropriate or Illegal Sexual Activity</b> ) .....	74
Table 50 - Unduplicated Count of Consumers, Highest and Average Number of Incidents Per Consumer ( <b>Aggressive or Destructive Behavior</b> ) .....	75
Table 51 - Unduplicated Count of Consumers, Highest and Average Number of Incidents Per Consumer ( <b>Other Behavior</b> ) .....	76
Table 52 - Number of <b>Level 2</b> Incidents.....	77
Table 53 - Rate per 1,000 Active Consumers of Level 2 Incidents .....	78
Table 54 - Number of <b>Level 3</b> Incidents.....	79
Table 55 - Rate per 1,000 Active Consumers of Level 3 Incidents .....	80

### **Other Incidents (Suspension, Expulsion, Unplanned Absence Over 3 Hours, Fire)**

Table 56 - Total Number of <b>Level 2 and Level 3</b> Incidents .....	81
Table 57 - Rate per 1,000 Active Consumers of Level 2 and Level 3 Incidents .....	82
Table 58 - Unduplicated Count of Consumers, Highest and Average Number of Incidents Per Consumer ( <b>Consumer Suspensions</b> ) .....	83
Table 59 - Unduplicated Count of Consumers, Highest and Average Number of Incidents Per Consumer ( <b>Consumer Expulsions</b> ) .....	84
Table 60 - Unduplicated Count of Consumers, Highest and Average Number of Incidents Per Consumer ( <b>Fires</b> ) .....	85
Table 61 - Unduplicated Count of Consumers, Highest and Average Number of Incidents Per Consumer ( <b>Unplanned Absences</b> ) .....	86

## Executive Summary

The reporting of Level 2 and 3 incidents by NCGS 122C licensed facilities (except hospitals) and unlicensed community-based providers of mental health, developmental disability and substance abuse services is a statewide requirement that began July 1, 2003. The task of implementing this process has been taking place at the same time that major changes have been occurring in the manner that local services are organized, provided and managed. As a result, the reporting and analysis of incident data has been an evolving and continuously improving process.

### **Caution Should Be Exercised In Interpreting Incident Report Data:**

**When evaluating data over time**, it should be noted that the number of providers submitting reports and the number of incidents reported has steadily increased over the past four years. There were notable increases between the 2<sup>nd</sup> - 4<sup>th</sup> quarters of SFY05 when many of the LMEs signed the DHHS-LME Performance Contract (which placed additional emphasis on incident reporting) and again in SFY07 as the number of service providers enrolled to provide the new enhanced Medicaid services increased. The growth in the number of reported incidents is believed to be the result of better compliance with the reporting requirement as LMEs educated providers about their responsibility to report incidents and does not necessarily mean that the occurrence of incidents has been increasing.

**When comparing data for individual LMEs**, because of the evolving nature of incident reporting over the past 4 years, and because of the changes that have taken place as a result of mental health reform, it has been difficult to interpret with certainty, the reasons for specific increases and decreases in the numbers of incidents and the variability in incident rates from LME to LME or from quarter to quarter. In some cases, the types of incidents, numbers, and rates of incidents reported likely reflect where the LME is in working with providers in its catchment area on incident reporting. In other cases, variability between LMEs may reflect differences in the mix of services, numbers of service providers, and numbers of consumers served by services where reportable incidents may be more likely to occur.

### **Fourth Quarter SFY07 Incidents Data Highlights:**

Statewide, **1,129 providers submitted a total of 3,385 Level 2 and Level 3 incident reports, for an average of 3.0 reports per provider.** These incident reports contained a **total of 3,528 incidents** (some incident reports contained more than one co-occurring type of incident).

The **number of consumers involved was 2,468.** The **highest number of incident reports for a single consumer was 25.** The **average number of incident reports per consumer for all other consumers was 1.4.**

As summarized below, the vast majority of reported incidents were Level 2 incidents:

- **Level 2. 98.1% of incident reports were Level 2 incidents (3,461 incidents).** 27% of these incidents were related to consumer behavior, 20% involved restrictive interventions, 19% involved injuries, 12% involved allegations of abuse, neglect, or exploitation, 4% were deaths due to terminal illness, natural causes or the cause was unknown at the time of the report, 3% were medication errors, and 14% were "other incidents" (mostly unplanned consumer absences).
- **Level 3. 1.9% of incident reports were Level 3 incidents (67 incidents).** 60% of these incidents were deaths due to suicide, accident, or homicide/violence, 18% were injuries, 10% were allegations of abuse, neglect, or exploitation, 10% were consumer behavior related, and 2% involved a restrictive intervention.

**The rate of total incidents reported statewide was 13.5 per 1,000 active consumers<sup>1</sup>.** Of this total rate, the rate for Level 2 incidents was 13.2 per 1,000 active consumers, and the rate for Level 3 incidents was 0.3 per 1,000 active consumers.

---

<sup>1</sup> Active consumers are the average monthly active caseload for the quarter and is calculated by performing a distinct count of clients in the Client Services Data Warehouse with a status code of "active" each month and averaging the three months.

**Almost three-fifths (59%) of the incidents occurred on the provider's premises,** 17% occurred in the community, 14% occurred at the consumer's legal residence, and 11% occurred elsewhere or the location of the incident was unknown.

**The total number of deaths** reported this quarter was 186 for a rate of 0.74 per 1,000 active consumers. Four-fifths (80%) of these deaths were due to terminal illness, natural causes or causes that were unknown at the time of the report. Accidents accounted for 11%, suicides accounted for 7%, and homicide/violence accounted for 2% of the deaths reported this quarter.

**The number of reported incidents involving the use of restraint, seclusion, or isolation** was 706, for a rate of 2.29 per 1,000 active consumers. Three-quarters of these incidents (76%) involved the use of physical restraint.

**The number of reported injuries requiring treatment by a licensed health care professional** was 684 for a rate of 2.73 per 1,000 active consumers. "Trip or Fall" was the most common category representing 29% of the total for the quarter, followed by aggressive behavior (13%), self-injury (10%), and auto accident (9%). Two-fifths of the injuries (39%) were in the "Other Injury" category.

**The number of reported incidents involving allegations of abuse, neglect, or exploitation** was 406 for a rate of 1.52 per 1,000 active consumers. Two-thirds (65%) of these reported incidents involved allegations of abuse, 28% involved allegations of neglect, and 7% involved allegations of exploitation.

**The number of reported medication errors** was 95 for a rate of 0.38 errors per 1,000 active consumers. Two-thirds (64%) of the reported incidents were due to a missed or refused dose, 21% involved the administration of the wrong dosage, 12% involved the administration of the wrong medication, and 3% involved the administration at the wrong time.

**The number of reported incidents involving consumer behavior** was 955 for a rate of 3.80 incidents per 1,000 active consumers. One-quarter (26%) involved aggressive/destructive acts by the consumer, 8% involved suicide attempts, and 6% involved inappropriate or illegal sexual behavior. Over half (60%) of the incidents involved "other" consumer behavior.

**The number of "other" reported incidents** was 496 which equates to 1.98 incidents per 1,000 active consumers. Unplanned consumer absences over three hours and absences reported to legal authorities accounted for three-quarters (75%) of these other incidents.

#### **LME Reported Trends:**

Several LMEs reported on progress being made by providers in submitting incident reports and analyzing their incident data. One LME noted that 100% of providers submitted the quarterly Level 1 incident report. One LME noted more thorough analyses being made by the providers in its catchment area. One LME noted more providers identifying and using trends.

# Introduction

## Purpose

As required by 10A NCAC 27G .0601 through .0609, Local Management Entities (LMEs) are responsible for receiving, reviewing and responding to Level 2 and Level 3 Incident Reports from Category A (NCGS 122C licensed facilities, except hospitals) and Category B (unlicensed community-based) providers of mental health, developmental disability and substance abuse services in their catchment areas. Service providers submit these reports to LMEs which analyze this collected information as part of their quality management efforts and report summarized information each quarter to the North Carolina Division of Mental Health, Developmental Disabilities and Substance Abuse Services.

An incident is any unusual occurrence in the care or treatment of a consumer or the routine operation of a service/facility that can have an adverse impact on consumers, providers, visitors, or others in the community. The reporting and analysis of information on incidents are important parts of efforts to manage the quality of care being delivered. This statewide report is intended to support local efforts to improve the quality of care being delivered by providing comparative data on incidents being reported across the community system in North Carolina to facilitate trend analysis and the identification of potential opportunities for improvement. In addition, this report is provided to share information about what LMEs are doing to enable LMEs to learn from each other.

## Evolving Nature of Incident Reporting

The statewide reporting of incidents is an evolving and continuously improving process. The process of deciding how best to report, summarize, and share this collected information is a collaborative process that continues to change over time as a better understanding of the issues is gained.

In an effort to ensure appropriate response to incidents and statewide consistency in what is reported, a workgroup of state, LME, and provider staff developed a three-tiered incident response and reporting system\*. This system included an incident reporting form to document and report individual incidents (DHHS Incident and Death Report Form QM02, effective October 1, 2004), and a quarterly report (LME Quarterly Incidents Report, Form QM13) to enable LMEs to report summary data, analysis of trends, actions taken, results, and next steps. Both forms have been revised several times over the years.

Prior reports, reporting forms, and their instructions can be found on the Division's website: <http://www.ncdhhs.gov/mhddsas/statpublications/manualsforms/index.htm>

The Division will continue to work with LMEs to refine what should be reported to enhance the usefulness of incident reporting as a quality management tool. Please give us feedback! We welcome your suggestions on how we can make this report more useful and more relevant. Our address, email, and phone number are on the last page of the report. Thank you in advance for your feedback.

## Organization and Content

Following the Introduction and Executive Summary, this report is organized into three sections.

- **Section 1** provides charts and graphs summarizing **statewide aggregate data** on Level 2 and Level 3 incidents.
- **Section 2** summarizes the **findings of LMEs** with regard to their own analyses of the data, highlighting common areas of concern and some of the quality improvement activities being undertaken.
- **Section 3** provides **detailed data** on Level 2 and Level 3 incidents showing LME and statewide results. For each type of incident, the number of incidents, the rate per 1,000 active consumers, numbers of consumers involved, and highest number of incident reports for a single consumer are provided in separate tables for Level 2 and 3 incidents (combined), for Level 2 incidents, and for Level 3 incidents.

---

\* **Level 3 incidents** are adverse events that result in death, permanent physical or psychological impairment to a client or to others caused by a client, or threat to public safety caused by a client. **Level 2 incidents** are adverse events that result in a threat to a client's health or safety or a threat to the health or safety of others due to the client's behavior and that do not meet the definition of a Level 3 incident. **Level 1 incidents** are unusual or adverse events that do not meet the definition of a Level 2 or 3 incident and are handled by providers' internal QM processes.

## **I. Summary Graphs and Charts of Statewide Data**

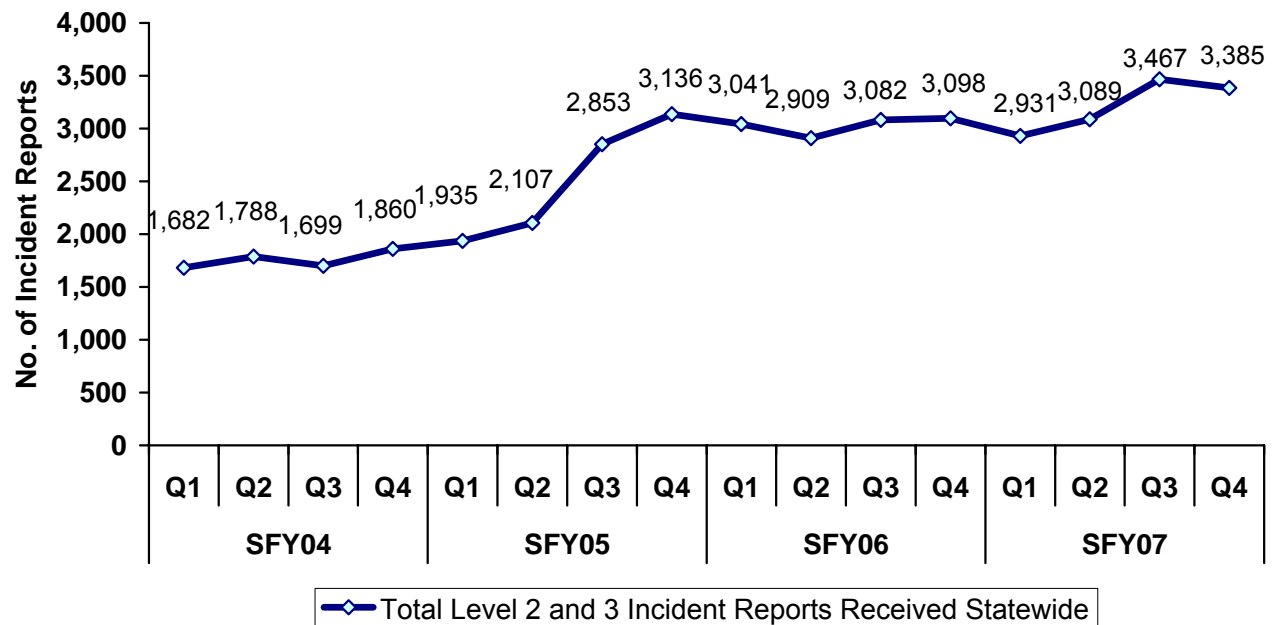
## Number of Level 2 and 3 Incident Reports Received Statewide SFY2004 - SFY2007

This graph shows the number of Level 2 and Level 3 incident reports received each quarter since July 2003 when the requirement for incident reporting became effective.

The number of incident reports received increased during the first two years, leveled off in the third year, and increased in the fourth year. The overall increase is believed to reflect increased compliance with the reporting requirement, as the number of providers submitting incident reports also increased during this timeframe. LMEs have continuously made great efforts to provide training and technical assistance to service providers on incident reporting and their responsibility to report incidents.

During the last half of SFY2005 and during SFY2007, there were visible increases in the numbers of incidents reported. The following factors are believed to be responsible for causing these increases:

- In the second quarter of SFY2005, the quarterly incident report was revised to track additional types of incidents. This may have prompted the reporting of incidents that otherwise may not have been reported.
- In the third quarter of SFY2005, 21 LMEs signed the Performance Contract which placed additional emphasis on incident reporting by introducing incident reporting and provider monitoring performance measures. LMEs conducted increased provider education, technical assistance, and monitoring activities focused on ensuring that providers were aware of and complying with incident reporting requirements and were using information learned to make improvements. Incident reporting increased across the board in a variety of categories of incidents.
- In SFY2007, the number of service providers enrolled to provide the new enhanced Medicaid services increased. There was a corresponding increase in the number of providers reporting incidents; however, the average number of incident reports per provider remained the same.





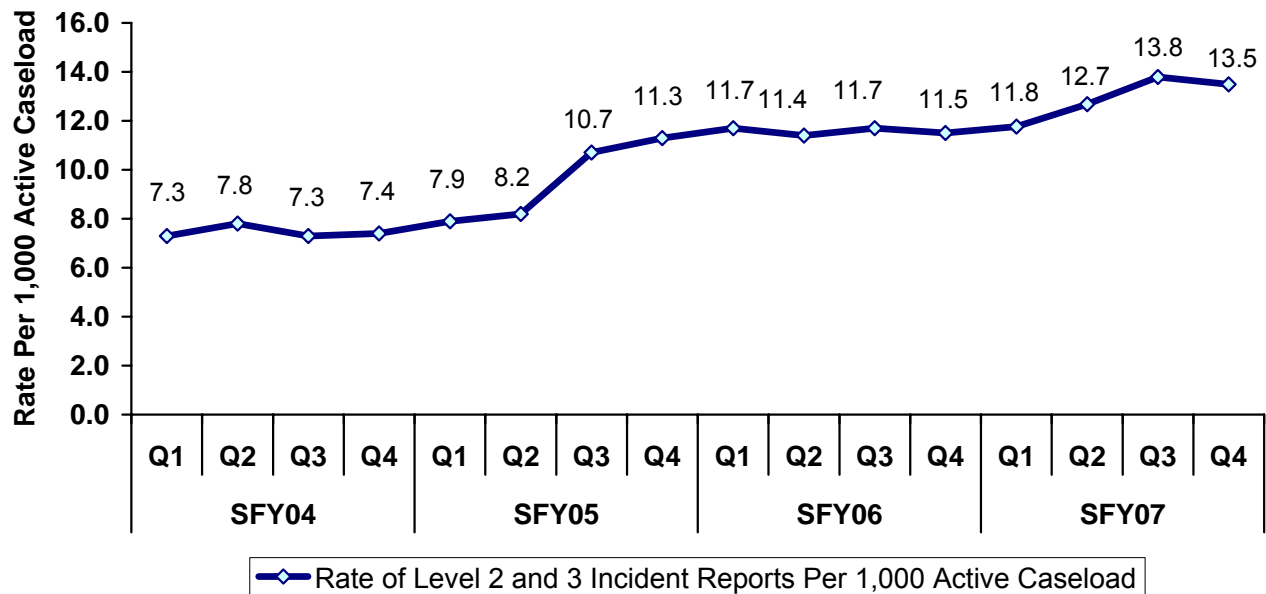
## Rate Per 1,000 Active Caseload of Level 2 and 3 Incidents Statewide SFY2004 - SFY2007

This graph shows the rate per 1,000 active caseload\* of Level 2 and Level 3 incidents that were reported each quarter since July 2003 when the requirement for incident reporting became effective. Evaluating rates offers a better comparison measure than the actual numbers due to variation in the sizes of LMEs and the numbers of consumers served.

The rate per 1,000 active caseload of reported incidents increased during the first two years, leveled off during the third year, and increased during the fourth year. The overall increase is believed to reflect increased compliance with the reporting requirement, as the number of providers submitting incident reports also increased during this timeframe. LMEs have continuously made great efforts to provide training and technical assistance to service providers on incident reporting and their responsibility to report incidents.

During the last half of SFY2005 and during SFY2007, there were visible increases in the rate of reported incidents. The following factors are believed to be responsible for causing these increases:

- In the second quarter of SFY2005, the quarterly incident report was revised to track additional types of incidents. This may have prompted the reporting of incidents that otherwise may not have been reported.
- In the third quarter of SFY2005, 21 LMEs signed the Performance Contract which placed additional emphasis on incident reporting by introducing incident reporting and provider monitoring performance measures. LMEs conducted increased provider education, technical assistance, and monitoring activities focused on ensuring that providers were aware of and complying with incident reporting requirements and were using information learned to make improvements. Incident reporting increased across the board in a variety of categories of incidents.
- In SFY2007, the number of service providers enrolled to provide the new enhanced Medicaid services increased. There was a corresponding increase in the number of providers reporting incidents; however, the average number of incident reports per provider remained the same.



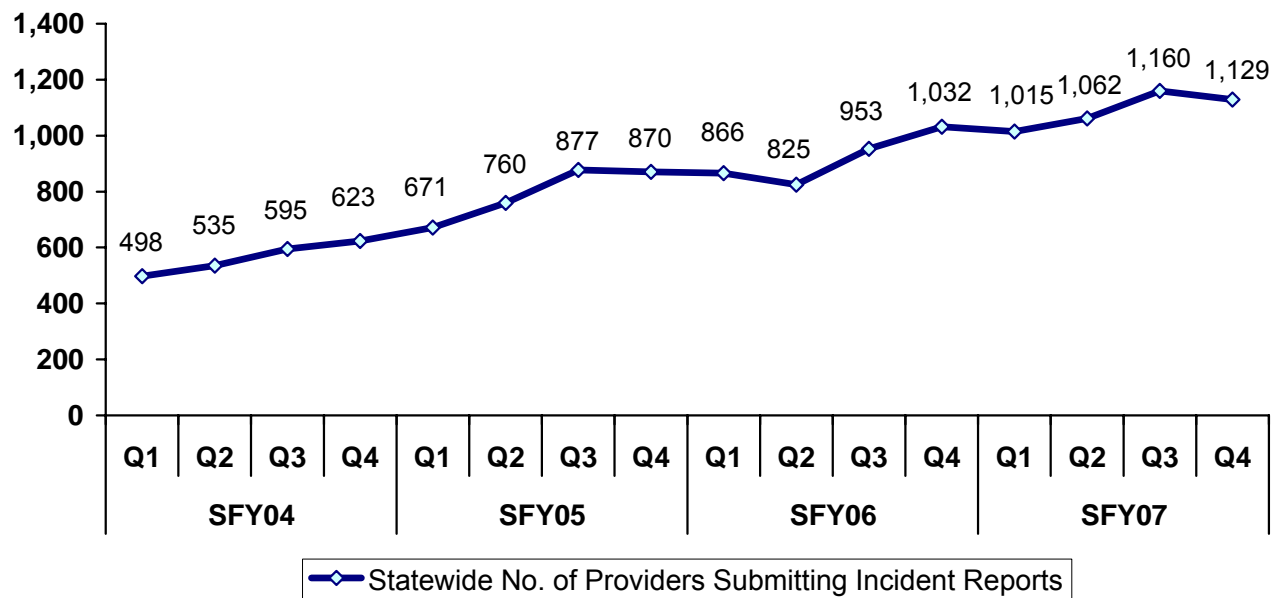
\* The active caseload for the quarter is the average of the active caseloads for each of the three individual months during the quarter. The active caseload for the month is calculated by performing a distinct count of client IDs for all consumers in the CDW with an active status code that were admitted prior to the end of the month and includes consumers that were discharged during the month.

## Number of Providers Statewide Submitting Level 2 and Level 3 Incident Reports SFY2004 - SFY2007

This graph shows the number of providers that have submitted Level 2 and/or Level 3 incident reports each quarter since July 2003 when the requirement for incident reporting became effective.

**Over the past four years of incident reporting, the number of providers submitting incident reports has increased. This reflects increased compliance with the reporting requirement** that resulted from LMEs providing training and technical assistance on incident reporting and providers becoming educated about their responsibility to report incidents. It also reflects the increase in the number of service providers enrolled to provide the new enhanced Medicaid services that took place since March 2006.

During the fourth quarter of SFY2007, 1,129 providers submitted an incident report. This is a slight decrease from the prior quarter, but higher than the two quarters before that, continuing the increasing trend.



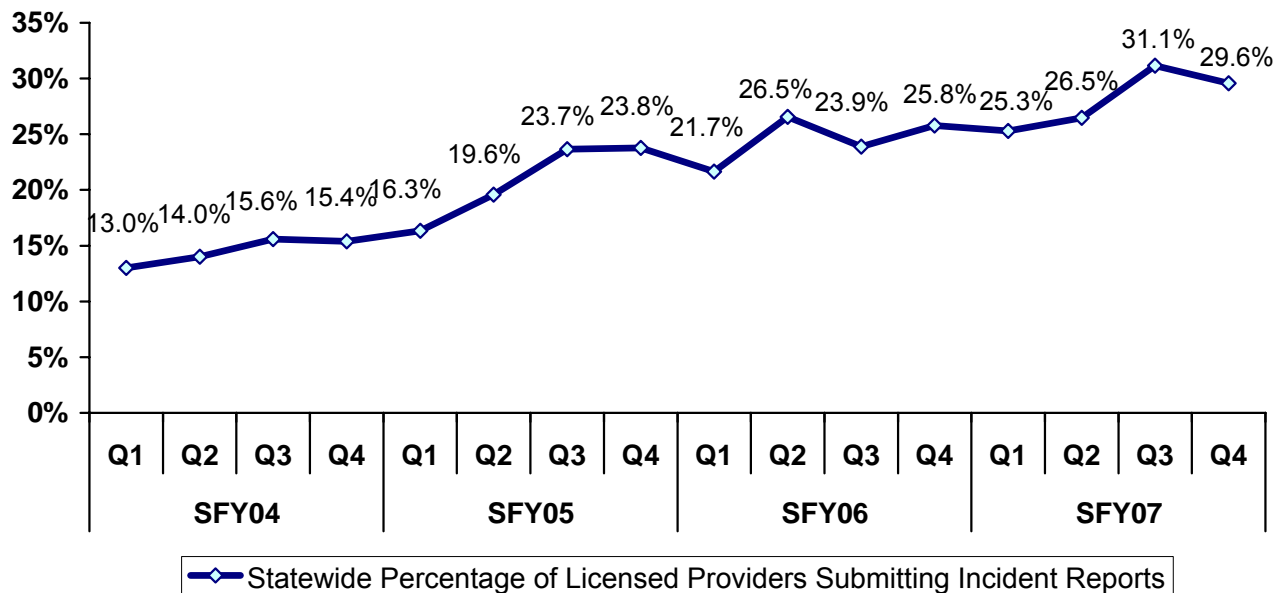
## Percent of Licensed Providers Submitting Level 2 and Level 3 Incident Reports SFY2004 - SFY2007

This graph shows the number of providers that have submitted Level 2 and/or Level 3 incident reports as a percentage of licensed providers each quarter since July 2003 when the requirement for incident reporting became effective.

It should be noted that both licensed and unlicensed providers are required to report Level 2 and Level 3 incidents. Because statewide information on the number of unlicensed providers serving consumers of MH/DD/SA services was not readily available, comparing the number of providers that submitted Level 2 and Level 3 incident reports against the numbers of licensed providers in a catchment area has provided some insight into the degree of reporting by providers. Low percentages of providers reporting may indicate inadequate reporting of incidents.

**Over the past four years of incident reporting, the number of providers submitting incident reports as a percentage of licensed providers has continued to increase over time. This is believed to reflect increased compliance with the reporting requirement** resulting from LMEs providing training and technical assistance on incident reporting and providers becoming educated about their responsibility to report incidents.

During the fourth quarter of SFY2007, the equivalence of 29.6% of licensed providers submitted incident reports. This is slightly lower than the prior quarter, but is higher than the two quarters before that, continuing the increasing trend.

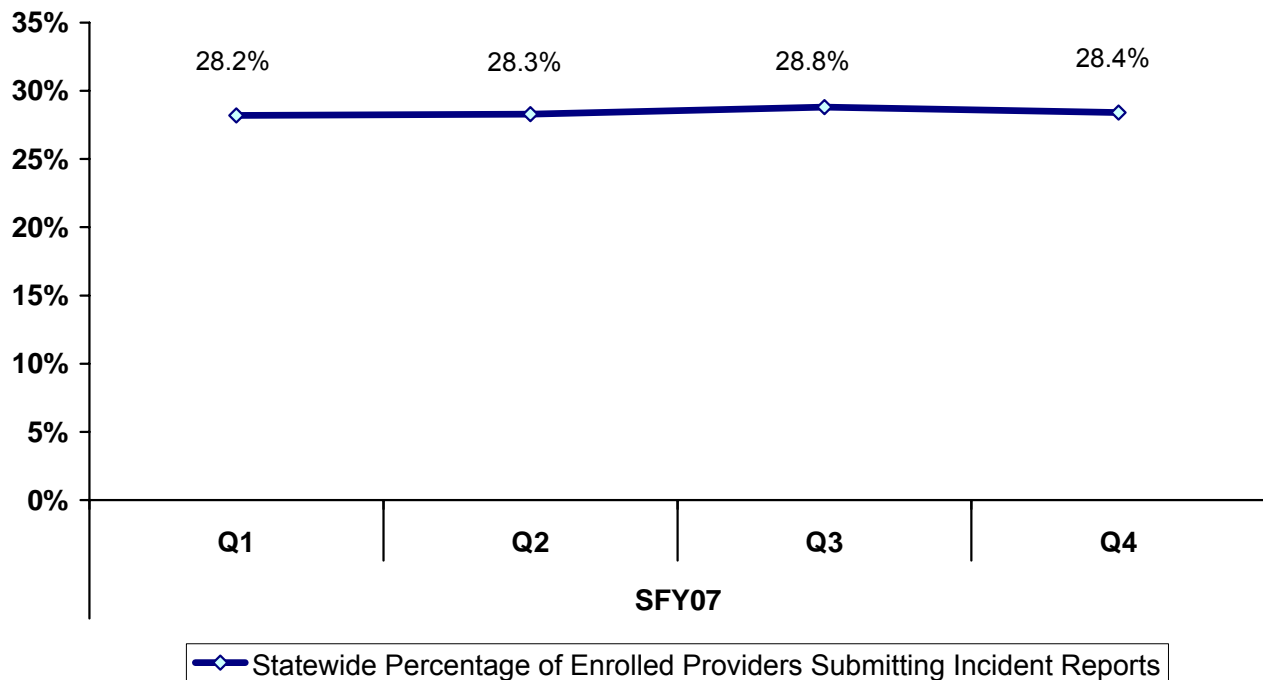


## Percentage of Enrolled Providers Submitting Level 2 and Level 3 Incident Reports SFY2007

This graph shows the number of providers that have submitted Level 2 and/or Level 3 incident reports as a percentage of Medicaid enrolled providers each quarter during SFY2007.

Comparing the number of providers that submitted Level 2 and Level 3 incident reports against the numbers of enrolled Medicaid providers in a catchment area provides some insight into the degree of reporting by providers. Low percentages of providers reporting may indicate inadequate reporting of incidents.

Over the past four quarters, the number of providers statewide submitting incident reports as a percentage of Medicaid enrolled providers has remained fairly stable averaging 28.4%.

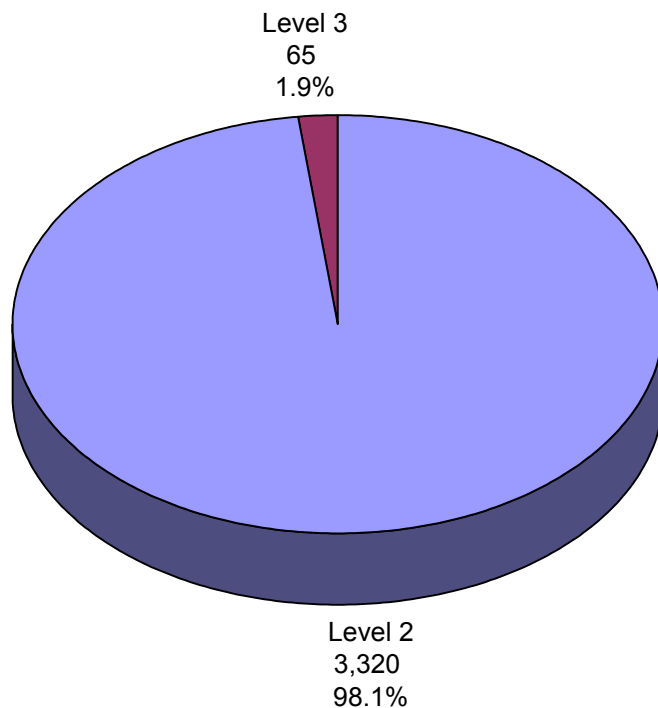


## Level 2 and 3 Incidents Reported Statewide By Level of Incident Fourth Quarter 2007

Statewide, a total of 3,385 Level 2 and Level 3 incident reports were received this quarter. 98.1% (3,320) involved Level 2 incidents and 1.9% (65) involved Level 3 incidents<sup>1</sup>. These incident reports contained a total of 3,528 incidents (some incident reports contained more than one co-occurring type of incident).

The unduplicated count of consumers involved was 2,468. The highest number of incident reports for a single consumer was 25. The average number of incident reports per consumer for all other consumers was 1.4

The statewide average rate of Level 2 and Level 3 incidents (combined) for this quarter was 13.49 incidents per 1,000 active consumers<sup>2</sup>. The rate for Level 2 incidents was 13.23 incidents per 1,000 active consumers, and the rate for Level 3 incidents was 0.26 incidents per 1,000 active consumers.



1. The definitions of Level 2 and Level 3 incidents are provided in 10A NCAC 27G .0602. In general:

**Level 2** includes any incident that involves a threat to a consumer's health or safety or a threat to the health or safety of others due to consumer behavior.

**Level 3** includes any incident that results in (1) a death or permanent physical or psychological impairment to a consumer, (2) a death or permanent physical or psychological impairment caused by a consumer, (3) a threat to public safety by a consumer, or (4) public scrutiny.

The tables in Section III of this report provide additional details on these types of incidents.

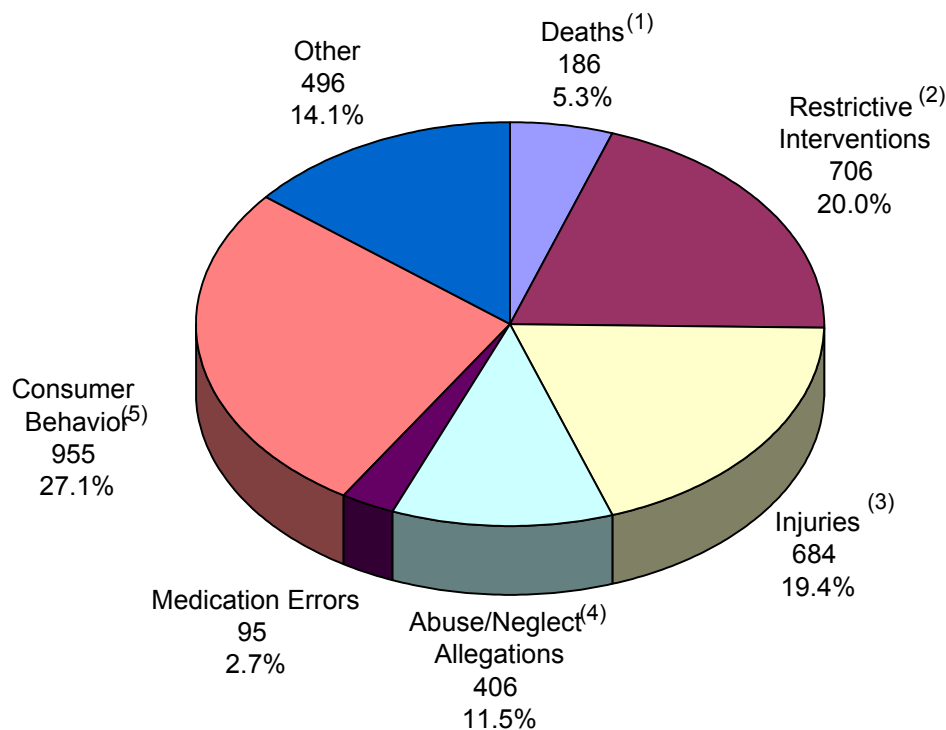
2. **Active consumers** are the average monthly active caseload for the quarter and is calculated by performing a distinct count of clients in the Client Services Data Warehouse with a status code of "active" each month and averaging the three months.

## Level 2 and 3 Incidents Reported Statewide By Type of Incident Fourth Quarter 2007

Statewide, a total of 3,528 Level 2 and Level 3 incidents were reported this quarter.

- **27.1% were related to consumer behavior** (suicide attempt, inappropriate or illegal sexual behavior, aggressive or destructive acts by the consumer, or other consumer behavior);
- **20.0% involved restrictive interventions** (the use of physical restraints, isolation, or seclusion);
- **19.4% involved injuries** (as a result of aggressive behavior, self-injury, trip or fall, auto accident, or other cause);
- **11.5% involved allegations of abuse, neglect or exploitation**
- **5.3% involved deaths**;
- **2.7% involved medication errors** (wrong dosage, wrong medication, wrong time of administration, or missed/ refused dose); and
- **14.1% were categorized as "other"** (suspension from services, expulsion from services, unplanned consumer absence over 3 hours or reported to legal authorities, or fire).

Further information about each type of incident is provided in subsequent charts and tables in this report.



(1) 40 deaths were Level 3 incidents (due to suicide, accident, homicide/violence), 146 deaths were Level 2 incidents.

(2) 1 restrictive intervention incident was a Level 3 incident (resulting in permanent physical or psychological impairment), 705 were Level 2 incidents.

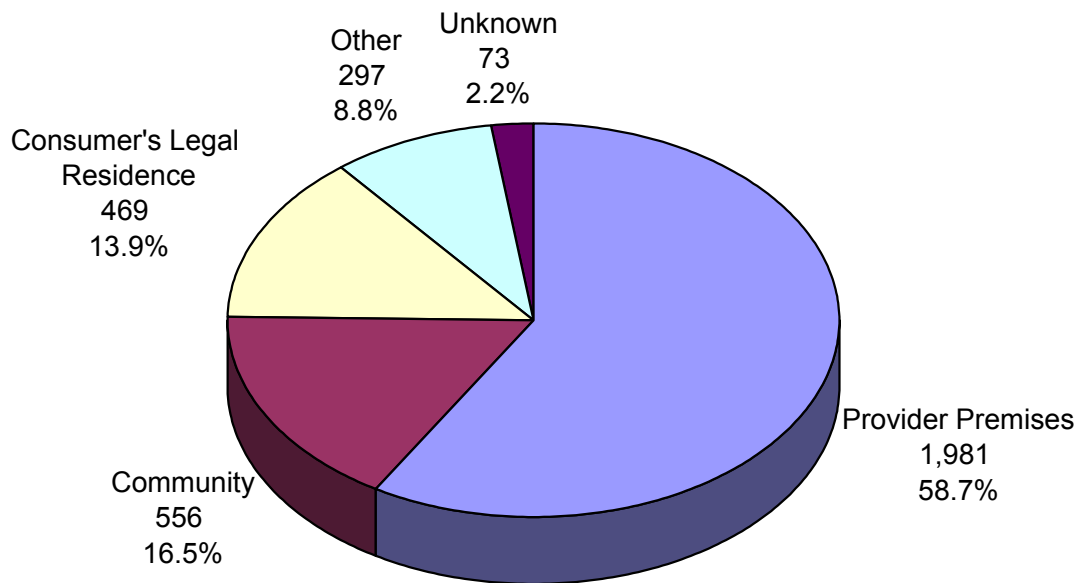
(3) 12 injuries were Level 3 incidents (resulting in permanent physical or psychological impairment), 672 were Level 2 incidents.

(4) 7 abuse/neglect allegations were Level 3 incidents (resulting in permanent physical or psychological impairment or arrest), 399 were Level 2 incidents.

(5) 7 consumer behavior incidents were Level 3 incidents (resulting in permanent physical or psychological impairment, arrest of the consumer, or public scrutiny), 948 were Level 2 incidents.

## Level 2 and 3 Incidents Reported Statewide By Location of Incident Fourth Quarter 2007

Statewide, approximately three-fifths (58.7%) of the Level 2 and Level 3 incidents reported this quarter occurred on the provider's premises; 16.5% occurred in the community; 13.9% occurred at the consumer's legal residence; and 11.0% occurred elsewhere or the location of the incident was unknown.

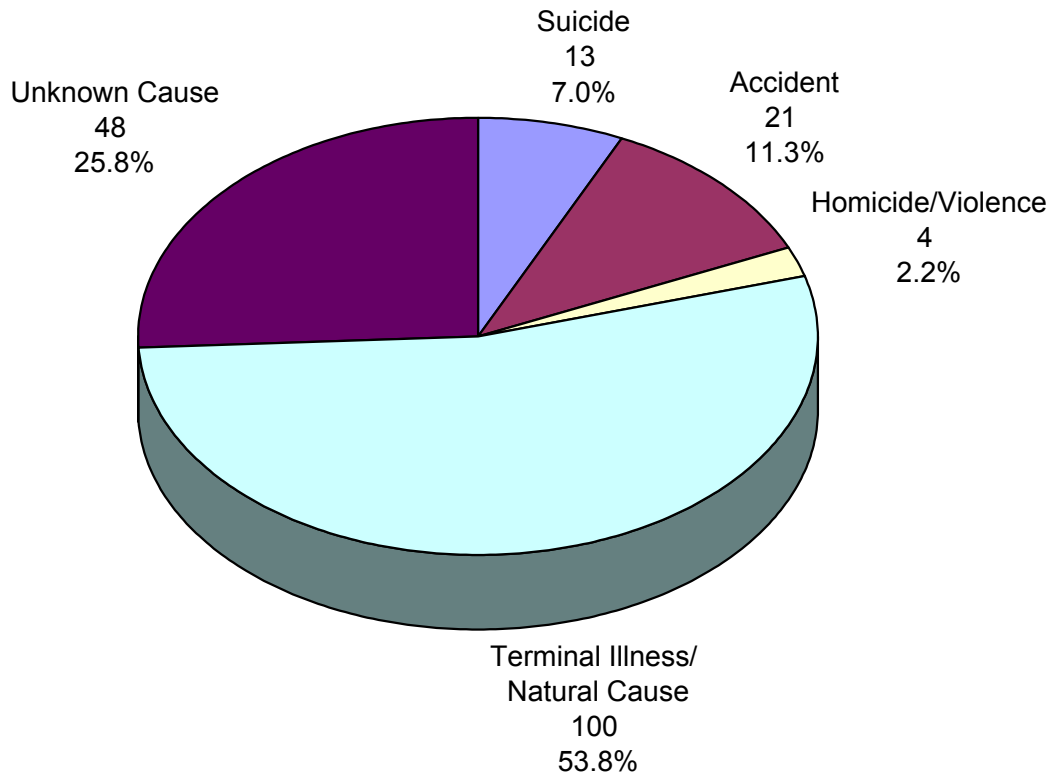


It should be noted that providers must report incidents that occur while a consumer is under their care and supervision. In these cases, the location of the incident will reflect the location where the service is provided. For example, services that are facility or office-based will likely report that the incident occurred on the provider premises. Services that are community-based will likely report that the incident occurred in other settings away from the provider premises.

Providers of periodic services also report some types of incidents that occur when the consumer is not under their care and supervision. In these cases, the location of the incident may not reflect where the service is provided. For example, a provider learns of and reports the death of a consumer that died in an auto accident while out of town.

## Deaths Reported Statewide By Cause Fourth Quarter 2007

A total of 186 deaths were reported statewide this quarter for a rate of 0.74 per 1,000 active consumers<sup>1</sup>. Four-fifths (79.6%) of the deaths were due to terminal illness, other natural causes, or the cause was unknown at the time the death was reported. Accidents accounted for 11.3%, suicide accounted for 7.0%, and homicide/violence accounted for 2.2% of the deaths reported this quarter.



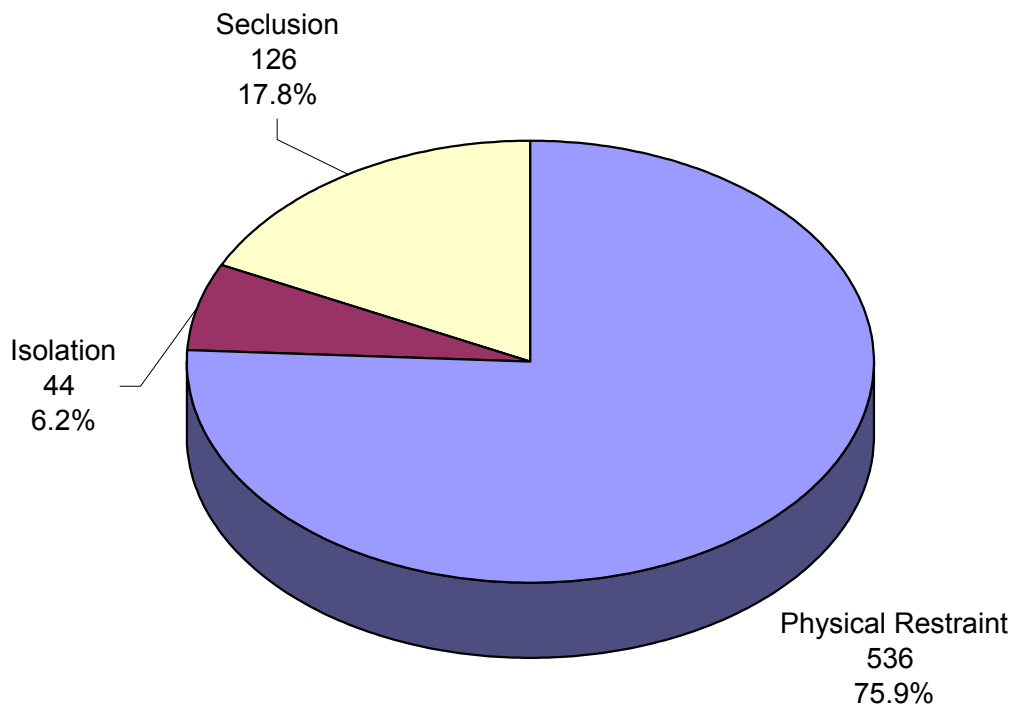
1. Active consumers are the average monthly active caseload for the quarter and are calculated by performing a distinct count of clients in the Client Services Data Warehouse with a status code of "active" each month and averaging the three months.



## Incidents Involving Restrictive Interventions Fourth Quarter 2007

Statewide, a total of 576 incident reports containing a total of 706 incidents related to the use of restrictive interventions (restraint, seclusion, or isolation) were submitted this quarter for a rate of 2.29 incidents per 1,000 active consumers<sup>1</sup>.

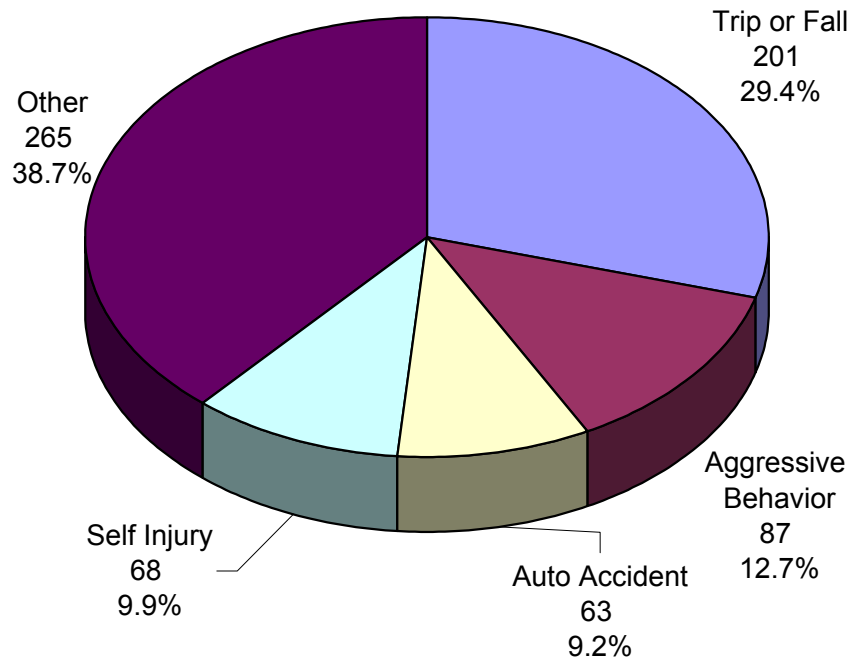
Three-quarters of the reported incidents (75.9%) involved the use of physical restraint. One of the incidents reported was Level 3 incident, 705 were Level 2 incidents.



1. Active consumers are the average monthly active caseload for the quarter and are calculated by performing a distinct count of clients in the Client Services Data Warehouse with a status code of "active" each month and averaging the three months.

## Consumer Injuries Reported Fourth Quarter 2007

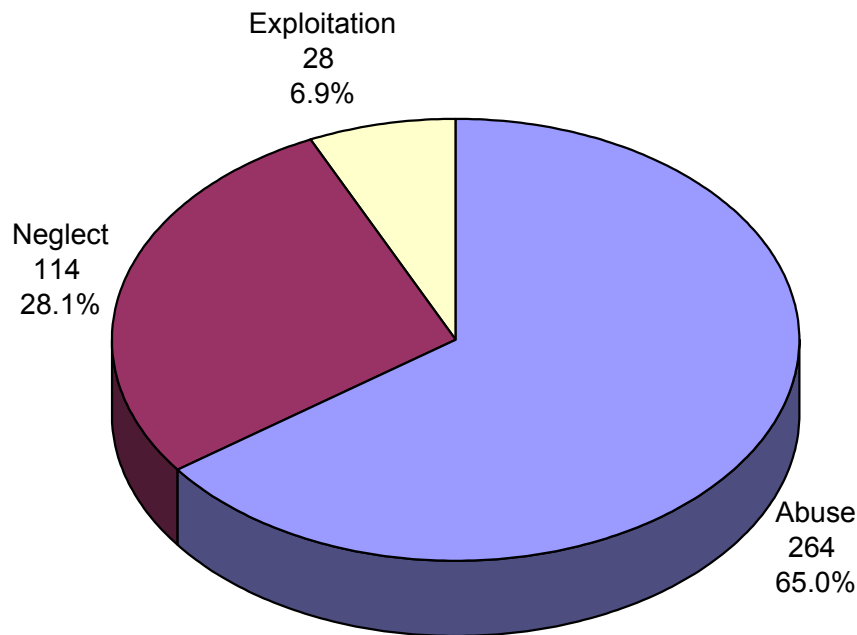
Statewide, 684 injuries requiring treatment by a licensed health care professional were reported this quarter for a rate of 2.73 incidents per 1,000 active consumers<sup>1</sup>. Trips or Falls represented 29.4% of the total for the quarter, aggressive behavior accounted for 12.7%, self-injury was 9.9%, and auto accident was 9.2%. "Other" injuries made up 38.7% of the reported incidents. 12 of the incidents that were reported this quarter were Level 3 incidents (1 involved aggressive behavior, 3 involved auto accidents, and 8 were "other" injury). The remaining 672 incidents were Level 2 incidents.



1. Active consumers are the average monthly active caseload for the quarter and are calculated by performing a distinct count of clients in the Client Services Data Warehouse with a status code of "active" each month and averaging the three months.

## Allegations of Abuse, Neglect, or Exploitation Reported Fourth Quarter 2007

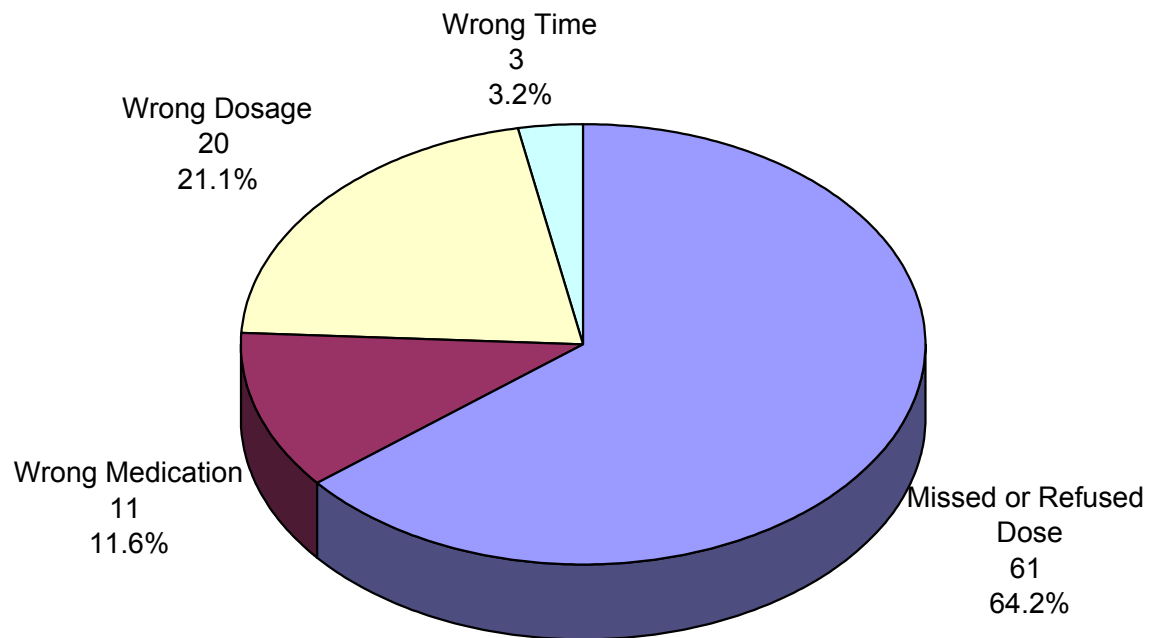
Statewide, 382 incident reports involving 406 allegations of abuse, neglect, or exploitation were submitted this quarter for a rate of 1.52 incidents per 1,000 active consumers<sup>1</sup>. As these numbers indicate, several incident reports included more than one type of allegation (e.g. abuse and neglect) on the same report. Two-thirds (65.0%) of the reported incidents involved allegations of abuse, one-quarter (28.1%) involved allegations of neglect, and 6.9% involved allegations of exploitation. 7 (1.7%) of the reported incidents involving allegations of abuse, neglect, or exploitation this quarter were Level 3 incidents (all 7 involved allegations of abuse); the remaining 399 (98.3%) incidents were Level 2 incidents.



1. Active consumers are the average monthly active caseload for the quarter and is calculated by performing a distinct count of clients in the Client Services Data Warehouse with a status code of "active" each month and averaging the three months.

## Medication Errors Reported Fourth Quarter 2007

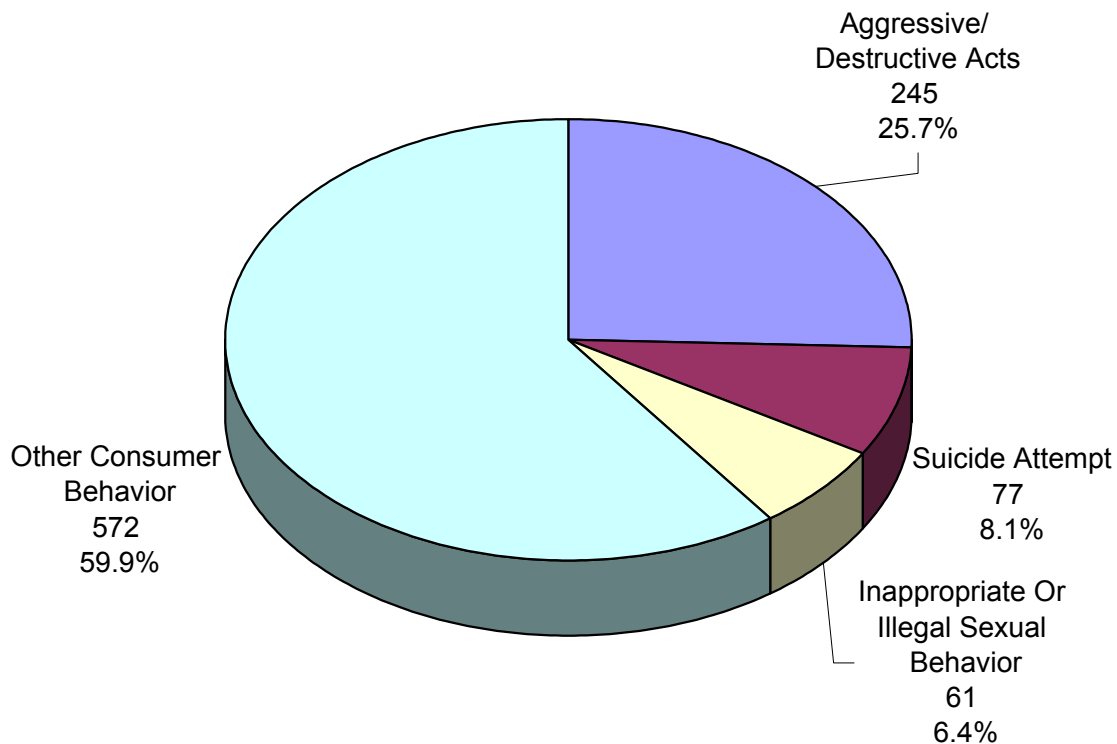
Statewide, 95 incidents involving medication errors were reported this quarter for a rate of 0.38 incidents per 1,000 active consumers<sup>1</sup>. Two-thirds (64.2%) involved a missed or refused dose, 21.1% involved the administration of the wrong dosage, 11.6% involved the administration of the wrong medication, and 3.2% involved the administration of the medication at the wrong time. All of the incidents involving medication errors reported this quarter were Level 2 incidents.



1. Active consumers are the average monthly active caseload for the quarter and is calculated by performing a distinct count of clients in the Client Services Data Warehouse with a status code of "active" each month and averaging the three months.

## Incidents Involving Consumer Behavior Reported Fourth Quarter 2007

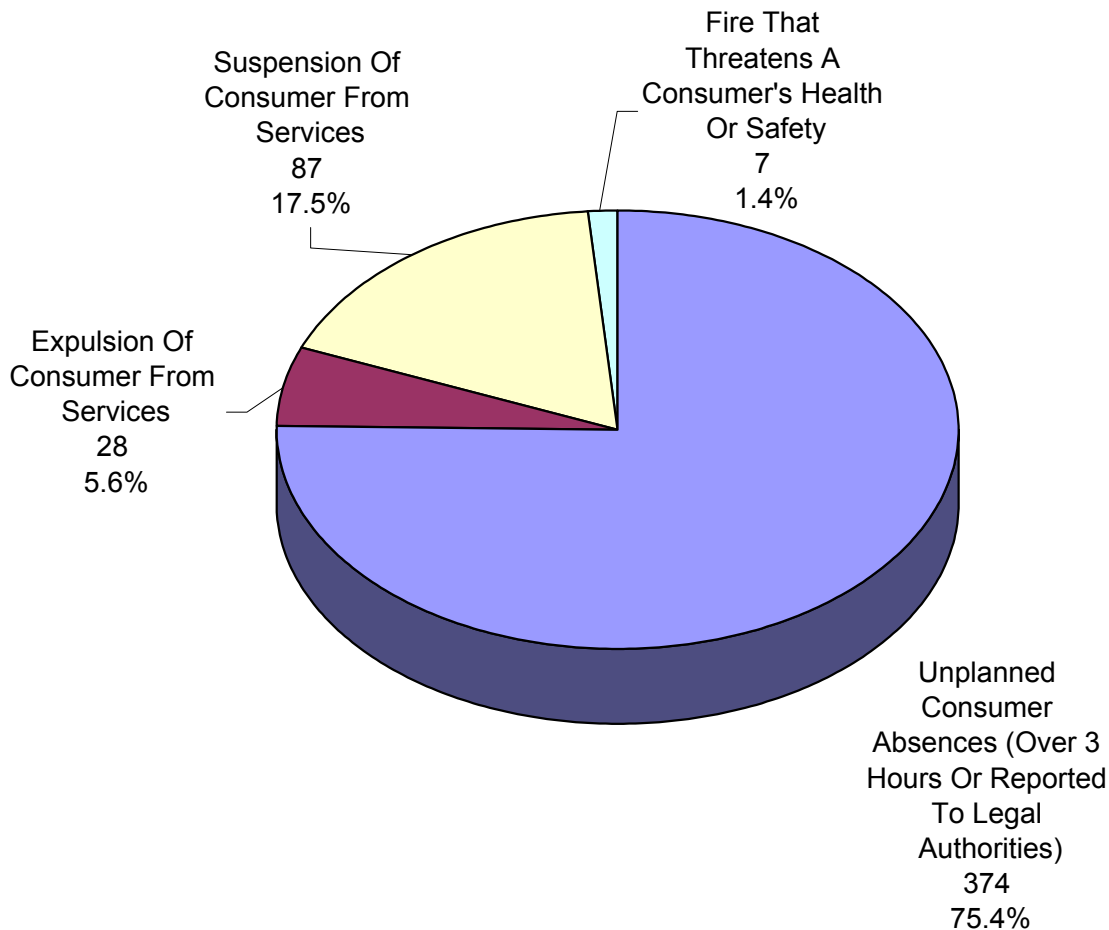
Statewide, 955 incidents involving consumer behavior were reported this quarter for a rate of 3.80 incidents per 1,000 active consumers<sup>1</sup>. 25.7% of the reported incidents involved aggressive/destructive acts, 8.1% involved suicide attempts, 6.4% involved inappropriate or illegal sexual behavior, and almost three-fifths (59.9%) involved other consumer behavior. There were 7 Level 3 incidents reported this quarter (2 inappropriate or illegal sexual behavior, 2 aggressive/destructive act by the consumer, 1 suicide attempt, and 2 other consumer behavior). The remaining 948 incidents were Level 2 incidents.



1. Active consumers are the average monthly active caseload for the quarter and is calculated by performing a distinct count of clients in the Client Services Data Warehouse with a status code of "active" each month and averaging the three months.

## Other Incidents Reported Fourth Quarter 2007

Statewide, 496 "other" types of incidents were reported this quarter for a rate of 1.98 incidents per 1,000 active consumers<sup>1</sup>. Unplanned consumer absences for more than three hours or absences reported to legal authorities accounted for three-quarters (75.4%) of these incidents. Suspension of a consumer from services accounted for 17.5%, expulsion of a consumer from services accounted for 5.6%, and fires accounted for 1.4% of these other incidents. There were no Level 3 incidents this quarter.



1. Active consumers are the average monthly active caseload for the quarter and is calculated by performing a distinct count of clients in the Client Services Data Warehouse with a status code of "active" each month and averaging the three months.

## **II. Local Management Entities Identified Trends**

## Summary of Trends Reported By LMEs

One of the purposes of reporting data on incidents each quarter is to identify trends and patterns across the state that provide shared opportunities for improvement. Common trends across Local Management Entities (LMEs) may indicate opportunities for LMEs to learn from each other. They may also point to issues that need to be addressed systematically statewide, either by the Division or with the help of the NC Council of Community Programs.

The table below lists trends or changes that were identified by the 29 LMEs during the fourth quarter of SFY 07, along with the number and percent of LMEs that identified these as issues that they have been or are addressing.

For informational purposes, the column on the right (compiled from the incident data reported in Section III of this report) shows the number and percent of LMEs that experienced an increase or decrease of one or more incidents from the prior quarter. The increases and decreases noted in this column may or may not be significant or indicate a trend. These numbers are provided for comparison purposes and may point out opportunities for further study.

LME Identified Trends		Number (Percent) Of LMEs Citing This As An Issue It Has Been Or Is Addressing (29 total)	Number (Percent) Of LMEs Whose Data Show An Increase/Decrease In Numbers Of Incidents Since Last Quarter
Reporting Compliance	<b>Increased</b> number of providers reporting	4 (14%)	12 (41%)
	<b>Decreased</b> number of providers reporting	0 (0%)	17 (59%)
	<b>Increased</b> reporting of incidents	4 (14%)	13 (45%)
	<b>Decreased</b> reporting of incidents	3 (10%)	16 (55%)
	<b>Increase</b> in Quarterly reporting (100% of providers submitted a report)	1 (3%)	--
	<b>Decrease</b> in Quarterly reporting	0 (0%)	
	<b>Increase</b> in late, under- or inaccurate reporting	1 (3%)	--
	<b>Decrease</b> in late, under- or inaccurate reporting	4 (14%)	
Specific Types of Incidents	<b>Increase</b> in reported deaths.	0 (0%)	13 (45%)
	<b>Decrease</b> in reported deaths.	0 (0%)	14 (48%)
	<b>Increase</b> in abuse/neglect allegations.	3 (10%)	12 (41%)
	<b>Decrease</b> in abuse/neglect allegations.	0 (0%)	13 (45%)
	<b>Increased</b> use of restrictive interventions.	4 (14%)	10 (35%)
	<b>Decreased</b> use of restrictive interventions.	8 (28%)	15 (52%)
	<b>Increase</b> in reported medication errors.	5 (17%)	11 (38%)
	<b>Decrease</b> in reported medication errors.	2 (7%)	11 (38%)



LME Identified Trends		Number (Percent) Of LMEs Citing This As An Issue It Has Been Or Is Addressing (29 total)	Number (Percent) Of LMEs Whose Data Show An Increase/Decrease In Numbers Of Incidents Since Last Quarter
	<b>Increase</b> in consumer injuries	3 (10%)	12 (41%)
	<b>Decrease</b> in consumer injuries	3 (10%)	13 (45%)
	<b>Increase</b> in falls	1 (3%)	12 (41%)
	<b>Decrease</b> in falls	1 (3%)	12 (41%)
	<b>Increase</b> in reported suicide attempts	0 (0.0%)	13 (45%)
	<b>Decrease</b> in reported suicide attempts	0 (0.0%)	9 (31%)
	<b>Increase</b> in consumer behaviors	5 (17%)	14 (48%)
	<b>Decrease</b> in consumer behaviors	3 (10%)	15 (52%)
	<b>Increase</b> in other incidents	6 (21%)	8 (28%)
	<b>Decrease</b> in other incidents	5 (17%)	19 (66%)
<b>Other</b>	Providers trend analysis is more thorough	1 (3%)	--
	More providers identifying and using trends	1 (3%)	

### Examples of LME Identified Opportunities for Improvement: Analyses, Strategies, Actions Taken, Evaluation, and Next Steps

LMEs are asked to report each quarter how they are analyzing incident data and using this information to improve services and supports provided to consumers. LME quarterly reports include a section to document the five steps in the Quality Improvement Process:

- (1) **analyses** of incident data for patterns and trends that may indicate an opportunity for improvement and possible causes and contributing factors that may suggest an appropriate course of action for making the improvement,
- (2) **strategies** developed to address identified problems or opportunities for improvement,
- (3) **action(s) taken** to facilitate improvement,
- (4) an **evaluation** of the effectiveness of those actions in achieving the desired results,
- (5) **next steps** being planned to sustain the desired results if actions taken were effective or to make additional incremental improvements or to try another approach if actions taken did not achieve the desired results.

The following are good examples of how this process can be used to identify and address issues. The actions and strategies below are good examples of how to address issues, using various available resources.

<b>QI Process</b>	<b>Western Highlands</b>
<b>Analyses (Trends, patterns)</b>	This quarter's reports include a number of incidents in which clients died following a hospital visit.
<b>Strategies Developed</b>	Critical Incident Review Committee discussed options for involvement with local hospitals and other medical care facilities following notification of incidents related to hospital care.
<b>Actions Taken</b>	Staff members have begun to inform hospitals of fatal incidents related to recent hospital care in an effort to communicate possible issues for improvement.
<b>Evaluation of Results of Actions Taken</b>	Division QM staff have been consulted around interactions between LME and hospital staff, given confidentiality and protected health information rules.

<b>QI Process</b>	<b>Five County</b>
<b>Next Steps</b>	The Clinical Director, Quality and Human Rights Committees, Executive Team and Area Board will continue to review incidents in accordance with our policies.

<b>QI Process</b>	<b>Catawba</b>
<b>Analyses (Trends, patterns)</b>	Medication errors have significantly increased this quarter, due to one of our major comprehensive providers including its ACTT team incident reports of missed dosages while monitoring consumers in their homes/community.
<b>Strategies Developed</b>	With drastic increase being introduced this quarter, LME will use this quarter as a baseline for its ACTT provider.

<b>QI Process</b>	<b>Orange-Person-Chatham</b>
<b>Analyses (Trends, patterns)</b>	<p>1. During the 2<sup>nd</sup> and 3<sup>rd</sup> Quarters of this fiscal year, we reviewed a number of incidents involving sexual assault and sexual abuse of consumers. Staff appeared to respond appropriately in all cases, but none of the incident reports indicated that consumers had been made aware of community resources such as rape crisis centers.</p> <p>2. A review of incidents during FY 06-07 determined that by far the largest category of reported incidents has been "Unplanned Consumer Absence." A total of 40 such reports were received from providers within the OPC catchment area, which represents just under 20% of the total number of incident reports submitted during the year.</p>
<b>Strategies Developed</b>	<p>1. To disseminate information to providers on the resources that exist in this community, along with an explanation of the range of services they offer. To inform providers that these resources are, in fact, able to work with persons with disabilities.</p>

QI Process	Orange-Person-Chatham
	<p>2. To sponsor/organize a training for providers that reviews steps they can take to try to minimize the occurrence of "runaway" incidents, as well as focuses on appropriate response following the occurrence of such an incident. While all providers will be welcomed, we will make a special effort to invite those providers with high numbers of reported consumer absences.</p>
<p><b>Actions Taken</b></p>	<p>1. The LME researched available resources, and an article was included in the May edition of the provider newsletter. The article included information on services available in the catchment area, along with contact information and web-links/internet addresses. Providers were given information on the capability of these services to provide specialized service to disabled persons who were victims of sexual violence or sexual abuse. In addition, those providers who had reported the incidents that prompted this action were contacted to ensure they were aware of the information that had been disseminated.</p> <p>2. The training is tentatively scheduled for August 2007.</p>
<p><b>Evaluation of Results of Actions Taken</b></p>	<p>1. Thus far, only one incident involving sexual abuse (by a relative) has been submitted following the dissemination of the information on these resources. That provider did give information on local available resources to the consumer who had been abused.</p> <p>2. To be determined.</p>
<p><b>Next Steps</b></p>	<p>1. The Client Rights Coordinator will continue to contact providers who report Incidents of sexual assault and/or sexual abuse to determine whether they have provided information to consumers about the community resources that exist if the consumer chooses to access them.</p> <p>2. Following the training, the LME will track incidents of consumer absences, particularly focusing on those providers who attended the training session, to determine whether the number of these incidents decreases.</p>

### **III. Detailed Data (By Local Management Entity and Statewide)**

**Table 1 - Number of Providers and Percentage of Licensed Providers Submitting Incident Reports  
(Fourth Quarter State Fiscal Year 2006 - 2007)**

Both licensed and unlicensed providers are required to report Level 2 and Level 3 incidents. Because statewide information has not been readily available on the number of unlicensed providers serving publicly funded consumers of MH/DD/SA services, comparing the numbers of providers who submitted Level 2 and Level 3 incident reports against the numbers of licensed providers in a catchment area has provided some insight into the degree of reporting by providers and how widespread critical incidents are. Low numbers of providers reporting relative to the number of licensed providers in a catchment area may point to inadequate reporting of incidents.

The number of providers reporting Level 2 and Level 3 incidents relative to the number of licensed providers ranged from a low of 5.3% to a high of 65.5% with a statewide average of 29.6%.

LME	Number of Providers Submitting Level 2 and 3 Incident Reports			Maximum Number of Reports for a Single Provider	Unduplicated Providers Submitting Reports as a Percentage of Total Licensed Providers in Catchment Area	MH Licensed Providers in Catchment Area			
	Level 2	Level 3	Level 2 or 3 (Unduplicated)			Total Licensed Providers in Catchment Area	Residential Providers	Non-Residential Providers	ICF-MR Providers
Alamance-Caswell-Rockingham	33	2	35	13	27.3%	128	109	12	7
Albemarle	24	0	24	13	52.2%	46	28	14	4
Catawba	18	4	20	10	41.7%	48	28	15	5
Centerpoint	27	3	27	28	22.3%	121	85	25	11
Crossroads	55	1	55	15	65.5%	84	51	22	11
Cumberland	79	2	79	19	43.6%	181	146	24	11
Durham	40	6	44	11	26.3%	167	127	27	13
Eastpointe	51	3	52	42	22.4%	232	186	28	18
Five County	21	4	22	0	21.8%	101	76	16	9
Foothills	23	1	24	15	23.3%	103	71	21	11
Guilford	64	3	67	18	26.1%	257	208	33	16
Johnston	17	0	17	3	34.0%	50	35	10	5
Mecklenburg	76	3	78	53	28.3%	276	208	38	30
Neuse	15	1	15	11	29.4%	51	32	12	7
New River	19	1	19	4	24.7%	77	39	26	12
Onslow-Carteret	4	0	4	3	5.3%	75	50	20	5
OPC	20	2	20	6	21.7%	92	63	20	9
Pathways	55	9	55	25	27.6%	199	159	26	14
Piedmont	101	2	102	24	42.0%	243	176	45	22
Pitt	23	1	24	5	28.6%	84	59	17	8
Roanoke-Chowan	20	0	20	6	54.1%	37	26	10	1
Sandhills	82	5	87	13	38.8%	224	153	49	22
Smoky Mountain	14	0	14	3	19.7%	71	46	20	5
Southeastern Center	28	1	29	100	34.1%	85	55	21	9
Southeastern Regional	34	4	36	28	26.1%	138	88	39	11
Tideland	11	0	11	9	18.0%	61	41	12	8
Wake	59	2	61	8	23.0%	265	206	39	20
Western Highlands	61	6	63	9	32.6%	193	133	42	18
Wilson-Greene-Edgecombe-Nash	25	0	25	7	19.2%	130	110	13	7
<b>All LMEs Reporting</b>	<b>1,099</b>	<b>66</b>	<b>1,129</b>	<b>100</b>	<b>29.6%</b>	<b>3,819</b>	<b>2,794</b>	<b>696</b>	<b>329</b>
Minimum					5.3%				
Median					27.3%				
Maximum					65.5%				

**Table 2 - Number of Providers and Percentage of Enrolled Providers Submitting Incident Reports  
(Fourth Quarter State Fiscal Year 2006 - 2007)**

Comparing the numbers of providers who submitted Level 2 and Level 3 incident reports against the numbers of enrolled Medicaid providers in a catchment area provides some insight into the degree of reporting by providers and how widespread critical incidents are. Low numbers of providers reporting relative to the number of Medicaid enrolled providers in a catchment area may point to inadequate reporting of incidents.

The number of providers reporting Level 2 and Level 3 incidents relative to the number of Medicaid enrolled providers ranged from a low of 3.8% to a high of 67.9% with a statewide average of 28.4%.

LME	Number of Providers Submitting Level 2 and 3 Incident Reports			Maximum Number of Reports for a Single Provider	Unduplicated Providers Submitting Reports as a Percentage of Total Enrolled Providers in Catchment Area	Enrolled Medicaid Providers in Catchment Area				
	Level 2	Level 3	Level 2 or 3 (Unduplicated)			Total Enrolled Providers in Catchment Area	Enhanced Medicaid Benefit MH/DD/SA Providers	CAP-MR/DD Providers	ICF-MR	Residential Treatment Providers
Alamance-Caswell-Rockingham	33	2	35	13	45.5%	77	31	11	6	29
Albemarle	24	0	24	13	61.5%	39	26	3	4	6
Catawba	18	4	20	10	50.0%	40	22	4	5	9
Centerpoint	27	3	27	28	14.6%	185	95	52	13	25
Crossroads	55	1	55	15	67.9%	81	36	21	11	13
Cumberland	79	2	79	19	37.6%	210	74	70	11	55
Durham	40	6	44	11	31.7%	139	75	27	13	24
Eastpointe	51	3	52	42	24.2%	215	117	48	19	31
Five County	21	4	22	0	23.9%	92	49	25	9	9
Foothills	23	1	24	15	23.5%	102	52	21	11	18
Guilford	64	3	67	18	25.8%	260	104	73	18	65
Johnston	17	0	17	3	54.8%	31	13	5	5	8
Mecklenburg	76	3	78	53	32.9%	237	98	55	29	55
Neuse	15	1	15	11	30.0%	50	25	11	7	7
New River	19	1	19	4	29.7%	64	30	18	11	5
Onslow-Carteret	4	0	4	3	3.8%	104	59	31	5	9
OPC	20	2	20	6	29.9%	67	36	20	7	4
Pathways	55	9	55	25	27.5%	200	104	37	14	45
Piedmont	101	2	102	24	82.9%	123	27	21	18	57
Pitt	23	1	24	5	21.6%	111	66	13	8	24
Roanoke-Chowan	20	0	20	6	35.7%	56	35	12	1	8
Sandhills	82	5	87	13	34.8%	250	144	49	21	36
Smoky Mountain	14	0	14	3	20.0%	70	48	15	5	2
Southeastern Center	28	1	29	100	22.5%	129	70	23	9	27
Southeastern Regional	34	4	36	28	20.8%	173	105	33	11	24
Tideland	11	0	11	9	12.1%	91	58	13	8	12
Wake	59	2	61	8	26.0%	235	117	51	21	46
Western Highlands	61	6	63	9	32.8%	192	113	43	20	16
Wilson-Greene-Edgecombe-Nash	25	0	25	7	21.4%	117	65	36	7	9
<b>All LMEs Reporting</b>	<b>998</b>	<b>64</b>	<b>1,027</b>	<b>100</b>	<b>28.4%</b>	<b>3,617</b>	<b>1,867</b>	<b>820</b>	<b>309</b>	<b>621</b>
Minimum					3.8%					
Median					28.6%					
Maximum					67.9%					

\* Piedmont is operating under a Medicaid Waiver. Instead of providers enrolling in Medicaid, Piedmont contracts directly with providers in its network. The number shown as enrolled on the right half of the table provide Medicaid services to other LMEs. As the denominator used to calculate the percentage of enrolled Medicaid providers reporting does not include Piedmont's contracted providers, the percentage in the middle column is inflated. Therefore, Piedmont's numbers are not included in the state totals and percentages at the bottom of this table in order to avoid overstating the state average percentage.

**Table 3 - Number and Percentage of Licensed/Enrolled Providers Submitting Incident Reports  
and Average Number of Reports Per Provider**

The number and percentage of licensed / Medicaid enrolled providers reporting and the average number of incident reports per provider provides some insight into the level of reporting and how concentrated the incidents are by provider.

The number and percentage of providers that submitted reports decreased slightly this quarter. The average number of reports per provider remained the same this quarter and ranged between 1.3 and 10.5, with the statewide average being 3.

LME	Number of Unduplicated Providers Submitting Level 2 and/or Level 3 Incident Reports				Unduplicated Providers Reporting as a Percentage of Total Licensed Providers in Catchment Area				Unduplicated Providers Reporting as a Percentage of Medicaid Enrolled Providers in Catchment Area				Average Number of Reports per Provider Filing Reports			
	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr
Alamance-Caswell-Rockingham	21	21	32	35	15.7%	15.7%	26.0%	27.3%	32.3%	30.0%	41.6%	45.5%	3.0	3.9	2.4	1.9
Albemarle	16	14	30	24	30.8%	26.9%	62.5%	52.2%	44.4%	38.9%	75.0%	61.5%	2.9	1.8	1.4	1.9
Catawba	18	21	19	20	36.7%	42.9%	39.6%	41.7%	46.2%	52.5%	46.3%	50.0%	4.1	6.3	5.4	3.7
Centerpoint	28	26	34	27	22.4%	20.8%	27.6%	22.3%	16.4%	14.6%	18.5%	14.6%	4.8	4.9	3.1	4.0
Crossroads	49	51	54	55	51.0%	53.1%	62.8%	65.5%	63.6%	65.4%	66.7%	67.9%	1.8	2.7	3.2	2.1
Cumberland	81	81	89	79	40.9%	40.9%	48.9%	43.6%	40.7%	38.8%	41.2%	37.6%	3.6	3.2	3.2	2.9
Durham	25	35	37	44	15.2%	21.3%	22.6%	26.3%	19.8%	26.5%	26.1%	31.7%	3.2	2.7	2.9	2.8
Eastpointe	21	36	42	52	9.5%	16.3%	18.5%	22.4%	10.6%	17.6%	19.5%	24.2%	3.8	2.8	3.7	3.8
Five County	24	25	31	22	23.3%	24.3%	31.0%	21.8%	30.8%	30.1%	32.3%	23.9%	2.9	2.4	2.0	3.1
Foothills	20	23	21	24	17.4%	20.0%	20.2%	23.3%	22.0%	23.5%	20.8%	23.5%	3.0	2.9	3.1	2.8
Guilford	53	57	69	67	21.0%	22.6%	27.9%	26.1%	25.7%	24.4%	27.2%	25.8%	2.1	2.5	2.3	2.5
Johnston	10	15	11	17	18.9%	28.3%	22.0%	34.0%	30.3%	45.5%	31.4%	54.8%	2.0	1.9	2.3	1.6
Mecklenburg	79	68	74	78	26.6%	22.9%	27.1%	28.3%	34.5%	28.7%	29.5%	32.9%	4.2	3.2	3.7	3.1
Neuse	19	23	25	15	33.9%	41.1%	47.2%	29.4%	37.3%	46.9%	49.0%	30.0%	2.4	2.3	2.2	3.1
New River	23	26	NR	19	27.7%	31.3%	NR	24.7%	38.3%	36.6%	NR	29.7%	1.6	2.5	NR	1.7
Onslow-Carteret	9	8	11	4	11.4%	10.1%	14.9%	5.3%	9.6%	8.1%	10.7%	3.8%	1.0	2.4	2.0	1.5
OPC	23	17	26	20	24.0%	17.7%	28.3%	21.7%	35.9%	25.4%	38.2%	29.9%	2.3	1.6	1.8	1.6
Pathways	39	49	43	55	17.3%	21.7%	21.1%	27.6%	21.3%	25.7%	21.1%	27.5%	3.2	3.9	5.4	5.8
Piedmont*	97	83	110	102	35.4%	30.3%	44.2%	42.0%	74.6%	67.5%	87.3%	82.9%	2.7	2.2	2.4	2.7
Pitt	22	30	30	24	29.3%	40.0%	35.7%	28.6%	26.2%	32.6%	28.0%	21.6%	1.9	2.3	2.3	2.1
Roanoke-Chowan	9	11	14	20	25.0%	30.6%	37.8%	54.1%	21.4%	22.4%	25.5%	35.7%	2.7	3.0	1.8	2.3
Sandhills	93	80	98	87	37.3%	32.1%	43.9%	38.8%	40.8%	32.5%	39.2%	34.8%	2.3	3.5	2.9	2.2
Smoky Mountain	13	18	15	14	16.3%	22.5%	21.7%	19.7%	18.8%	26.1%	21.7%	20.0%	2.4	1.3	2.6	1.3
Southeastern Center	38	38	47	29	40.9%	40.9%	55.3%	34.1%	31.7%	30.9%	36.4%	22.5%	4.6	4.9	4.3	10.5
Southeastern Regional	24	62	22	36	16.1%	41.6%	16.5%	26.1%	15.1%	37.3%	12.6%	20.8%	4.2	2.1	3.0	4.5
Tideland	17	14	18	11	26.6%	21.9%	28.1%	18.0%	26.2%	18.4%	20.5%	12.1%	1.2	2.4	1.9	2.8
Wake	62	49	70	61	22.8%	18.0%	26.7%	23.0%	28.2%	21.6%	29.5%	26.0%	2.1	2.8	2.7	1.9
Western Highlands	51	53	59	63	26.7%	27.7%	30.6%	32.6%	31.7%	28.0%	30.7%	32.8%	2.5	1.8	2.6	2.1
Wilson-Greene-Edgecombe-Nash	31	28	29	25	23.7%	21.4%	22.7%	19.2%	27.9%	24.6%	24.2%	21.4%	2.7	3.5	4.9	3.4
<b>All LMEs Reporting</b>	<b>1,015</b>	<b>1,062</b>	<b>1,160</b>	<b>1,129</b>	<b>25.3%</b>	<b>26.5%</b>	<b>31.1%</b>	<b>29.6%</b>	<b>28.2%</b>	<b>28.3%</b>	<b>28.8%</b>	<b>28.4%</b>	<b>2.9</b>	<b>2.9</b>	<b>3.0</b>	<b>3.0</b>
Minimum					9.5%	10.1%	14.9%	5.3%	9.6%	8.1%	10.7%	3.8%	1.0	1.3	1.4	1.3
Median					24.0%	24.3%	28.0%	27.3%	29.2%	28.4%	29.5%	28.6%	2.7	2.7	2.7	2.7
Maximum					51.0%	53.1%	62.8%	65.5%	63.6%	65.4%	75.0%	67.9%	4.8	6.3	5.4	10.5

\* Piedmont is operating under a Medicaid Waiver. Instead of providers enrolling in Medicaid, Piedmont contracts directly with providers in its network. The gray highlighted percentages in the center of the table are based on providers enrolled to provide Medicaid services to other LMEs. As the denominator does not include Piedmont's contracted providers, these percentages are inflated. Therefore, Piedmont's percentages in these columns are not included in the total percentages for the state in order to avoid overstating the state average percentage.

**Table 4 - Total Number of Incidents Reported and Rates Per 1,000 Active Consumers**

This table shows the total number of Level 2 and 3 incident reports filed by local providers in each catchment area and the relative rate per 1,000 consumers on the active caseload<sup>1</sup>. Because programs vary substantially in size, comparisons across program are more appropriately done after adjusting for these differences. Although active caseload probably represents the best measure of size, it is important to note that a few LMEs have substantial numbers of consumers from other catchment areas not on their active caseload but being served in their local residential programs. This could increase their rates.

Statewide, 3,385 incidents were reported this quarter. This is a decrease over the prior quarter. Of this number, 3,320 (98.1%) were Level 2 and 65 (1.9%) were Level 3 incidents. The average rate of Level 2 and 3 incidents (total) reported was 13.5 per 1,000 active caseload for this quarter. This represents a slight decrease from last quarter's 13.8 average rate. There is still wide variation from program to program and between quarters for individual programs.

LME	Total Number of Incident Reports Received												Rate Per 1,000 Active Caseload For All Incidents Reported											
	1st Qtr			2nd Qtr			3rd Qtr			4th Qtr			1st Qtr			2nd Qtr			3rd Qtr			4th Qtr		
	Level 2	Level 3	Total	Level 2	Level 3	Total	Level 2	Level 3	Total	Level 2	Level 3	Total	Level 2	Level 3	Total	Level 2	Level 3	Total	Level 2	Level 3	Total	Level 2	Level 3	Total
Alamance-Caswell-Rockingham	63	1	64	80	2	82	76	1	77	66	2	68	5.8	0.1	5.9	7.0	0.2	7.2	6.4	0.1	6.5	5.4	0.2	5.6
Albemarle	46	0	46	25	0	25	41	0	41	45	0	45	15.4	0.0	15.4	8.0	0.0	8.0	12.7	0.0	12.7	13.6	0.0	13.6
Catawba	73	0	73	131	1	132	100	2	102	69	4	73	23.2	0.0	23.2	39.0	0.3	39.3	28.3	0.6	28.8	19.3	1.1	20.4
Centerpoint	134	0	134	125	2	127	103	2	105	104	3	107	14.1	0.0	14.1	13.2	0.2	13.4	10.4	0.2	10.6	10.1	0.3	10.4
Crossroads	86	1	87	137	0	137	174	1	175	116	2	118	9.0	0.1	9.1	18.6	0.0	18.6	23.9	0.1	24.0	16.5	0.3	16.8
Cumberland	295	0	295	254	2	256	281	0	281	231	2	233	50.5	0.0	50.5	44.5	0.4	44.8	47.8	0.0	47.8	39.0	0.3	39.4
Durham	78	2	80	92	3	95	107	1	108	118	5	123	15.8	0.4	16.2	17.4	0.6	17.9	18.7	0.2	18.9	19.3	0.8	20.1
Eastpointe	77	2	79	98	2	100	156	0	156	194	6	200	9.2	0.2	9.4	12.1	0.2	12.4	18.7	0.0	18.7	21.4	0.7	22.1
Five County	69	1	70	59	1	60	62	1	63	64	4	68	8.3	0.1	8.4	6.9	0.1	7.1	7.1	0.1	7.2	7.1	0.4	7.5
Foothills	60	0	60	65	2	67	64	1	65	65	1	66	8.2	0.0	8.2	12.1	0.4	12.5	11.2	0.2	11.4	10.8	0.2	10.9
Guilford	101	8	109	137	8	145	154	4	158	166	4	170	11.3	0.9	12.2	14.9	0.9	15.8	16.6	0.4	17.0	17.3	0.4	17.7
Johnston	19	1	20	28	0	28	23	2	25	27	0	27	6.6	0.3	6.9	9.8	0.0	9.8	7.7	0.7	8.3	8.7	0.0	8.7
Mecklenburg	326	2	328	216	1	217	271	3	274	239	3	242	15.3	0.1	15.4	10.7	0.0	10.7	13.0	0.1	13.1	11.1	0.1	11.2
Neuse	46	0	46	51	3	54	55	1	56	46	1	47	15.4	0.0	15.4	7.8	0.5	8.2	7.8	0.1	8.0	6.1	0.1	6.3
New River	34	2	36	61	3	64	NR	NR	NR	32	1	33	9.7	0.6	10.2	17.7	0.9	18.6	NR	NR	NR	7.6	0.2	7.9
Onslow-Carteret	9	0	9	18	1	19	22	0	22	6	0	6	1.7	0.0	1.7	2.9	0.2	3.0	3.2	0.0	3.2	0.8	0.0	0.8
OPC	52	1	53	25	2	27	46	2	48	30	2	32	9.6	0.2	9.8	5.3	0.4	5.7	9.7	0.4	10.1	6.3	0.4	6.7
Pathways	124	2	126	187	3	190	232	2	234	316	2	318	12.5	0.2	12.7	18.6	0.3	18.9	24.3	0.2	24.6	32.0	0.2	32.2
Piedmont	260	3	263	180	3	183	261	6	267	269	3	272	8.7	0.1	8.8	5.4	0.1	5.5	7.4	0.2	7.6	9.5	0.1	9.6
Pitt	41	1	42	68	0	68	68	0	68	49	1	50	6.2	0.2	6.3	21.8	0.0	21.8	21.9	0.0	21.9	47.0	1.0	48.0
Roanoke-Chowan	24	0	24	33	0	33	25	0	25	46	0	46	6.4	0.0	6.4	9.4	0.0	9.4	6.7	0.0	6.7	12.1	0.0	12.1
Sandhills	212	6	218	273	3	276	282	6	288	185	6	191	16.7	0.5	17.2	22.3	0.2	22.5	21.7	0.5	22.1	13.7	0.4	14.1
Smoky Mountain	31	0	31	23	1	24	37	2	39	18	0	18	3.3	0.0	3.3	2.2	0.1	2.3	3.4	0.2	3.6	1.7	0.0	1.7
Southeastern Center	168	5	173	183	2	185	202	1	203	304	1	305	26.1	0.8	26.9	26.5	0.3	26.8	27.1	0.1	27.2	37.8	0.1	37.9
Southeastern Regional	93	8	101	130	2	132	58	7	65	159	4	163	9.8	0.8	10.6	12.9	0.2	13.1	5.5	0.7	6.2	14.4	0.4	14.8
Tideland	21	0	21	33	0	33	33	1	34	31	0	31	3.2	0.0	3.2	5.0	0.0	5.0	5.0	0.2	5.1	4.6	0.0	4.6
Wake	128	4	132	136	2	138	188	4	192	113	2	115	8.6	0.3	8.9	9.6	0.1	9.8	12.6	0.3	12.8	7.2	0.1	7.4
Western Highlands	121	6	127	92	2	94	148	6	154	127	6	133	9.2	0.5	9.7	10.9	0.2	11.1	22.0	0.9	22.9	17.4	0.8	18.3
Wilson-Greene-Edgecombe-Nash	82	2	84	97	1	98	142	0	142	85	0	85	17.3	0.4	17.8	24.9	0.3	25.1	35.5	0.0	35.5	20.8	0.0	20.8
<b>All LMEs Reporting</b>	<b>2,873</b>	<b>58</b>	<b>2,931</b>	<b>3,037</b>	<b>52</b>	<b>3,089</b>	<b>3,411</b>	<b>56</b>	<b>3,467</b>	<b>3,320</b>	<b>65</b>	<b>3,385</b>	<b>11.5</b>	<b>0.2</b>	<b>11.8</b>	<b>12.5</b>	<b>0.2</b>	<b>12.7</b>	<b>13.6</b>	<b>0.2</b>	<b>13.8</b>	<b>13.2</b>	<b>0.3</b>	<b>13.5</b>
Minimum													1.7	0.0	1.7	2.2	0.0	2.3	3.2	0.0	3.2	0.8	0.0	0.8
Median													9.6	0.1	9.8	12.1	0.2	12.4	12.6	0.2	12.8	12.1	0.2	12.1
Maximum													50.5	0.9	50.5	44.5	0.9	44.8	47.8	0.9	47.8	47.0	1.1	48.0

1. Active consumers are the average monthly active caseload for the quarter and is calculated by performing a distinct count of clients in the Client Services Data Warehouse with a status code of "active" each month and averaging the three months.



**Table 5 - Unduplicated Count of Consumers with Incidents, Highest and Average Number of Incident Reports Per Consumer**

This table shows the total number of Level 2 and 3 incident reports filed by local providers in each catchment area, the unduplicated count of consumers involved, the highest number of incident reports for a single consumer, and the average number of incident reports for all other consumers for which an incident was reported.

Statewide, 3,385 incidents involving 2,468 consumers were reported this quarter. The highest number of incident reports for a single consumer this quarter was 25. The average number of incident reports for all other consumers for which an incident was reported was 1.4.

LME	Total Number of Level 2 and 3 Incident Reports Received															
	1st Qtr				2nd Qtr				3rd Qtr				4th Qtr			
	Total Level 2 and 3 Incidents	Unduplicated Count of Consumers	Highest Number of Reports for a Single Consumer	Avg # of Incident Reports For All Other Consumers	Total Level 2 and 3 Incidents	Unduplicated Count of Consumers	Highest Number of Reports for a Single Consumer	Avg # of Incident Reports For All Other Consumers	Total Level 2 and 3 Incidents	Unduplicated Count of Consumers	Highest Number of Reports for a Single Consumer	Avg # of Incident Reports For All Other Consumers	Total Level 2 and 3 Incidents	Unduplicated Count of Consumers	Highest Number of Reports for a Single Consumer	Avg # of Incident Reports For All Other Consumers
Alamance-Caswell-Rockingham	64	58	2	1.1	82	75	3	1.1	77	65	3	1.2	68	64	5	1.0
Albemarle	46	37	3	1.2	25	17	3	1.4	41	26	6	1.4	45	37	4	1.1
Catawba	73	33	10	2.0	132	49	14	2.5	102	58	8	1.6	73	38	7	1.8
Centerpoint	134	85	6	1.5	127	77	13	1.5	105	80	4	1.3	107	64	6	1.6
Crossroads	87	71	3	1.2	137	101	6	1.3	175	103	19	1.5	118	90	4	1.3
Cumberland	295	144	23	1.9	256	151	17	1.6	281	178	14	1.5	233	138	10	1.6
Durham	80	67	5	1.1	95	78	5	1.2	108	80	8	1.3	123	96	5	1.2
Eastpointe	79	58	6	1.3	100	82	6	1.2	156	115	4	1.3	200	124	5	1.6
Five County	70	53	4	1.3	60	45	5	1.3	63	57	4	1.1	68	58	3	1.1
Foothills	60	58	2	1.0	67	57	3	1.1	65	49	6	1.2	66	63	2	1.0
Guilford	109	86	5	1.2	145	102	6	1.4	158	111	6	1.4	170	131	6	1.3
Johnston	20	17	2	1.1	28	25	3	1.0	25	21	3	1.1	27	26	2	1.0
Mecklenburg	328	180	6	1.8	217	139	9	1.5	274	210	13	1.2	242	165	8	1.4
Neuse	46	37	4	1.2	54	43	6	1.1	56	43	5	1.2	47	36	3	1.3
New River	36	36	1	1.0	64	48	6	1.2	NR	NR	NR	NR	33	31	2	1.0
Onslow-Carteret	9	7	2	1.2	19	17	2	1.1	22	18	4	1.1	6	4	3	1.0
OPC	53	36	7	1.3	27	27	1	1.0	48	42	4	1.1	32	27	3	1.1
Pathways	126	120	4	1.0	190	169	6	1.1	234	215	5	1.1	318	300	16	1.0
Piedmont	263	194	11	1.3	183	145	8	1.2	267	209	5	1.3	272	197	11	1.3
Pitt	42	39	3	1.0	68	53	3	1.3	68	53	3	1.3	50	43	3	1.1
Roanoke-Chowan	24	20	3	1.1	33	26	3	1.2	25	25	1	1.0	46	43	2	1.0
Sandhills	218	133	14	1.5	276	171	10	1.6	288	173	22	1.5	191	133	8	1.4
Smoky Mountain	31	29	2	1.0	24	23	2	1.0	39	35	3	1.1	18	18	1	1.0
Southeastern Center	173	130	7	1.3	185	107	7	1.7	203	86	12	2.2	305	138	25	2.0
Southeastern Regional	101	62	6	1.6	132	87	5	1.5	65	58	2	1.1	163	116	6	1.4
Tideland	21	18	4	1.0	33	22	3	1.4	34	26	3	1.2	31	24	4	1.2
Wake	132	89	12	1.4	138	83	11	1.5	192	121	4	1.6	115	77	7	1.4
Western Highlands	127	108	4	1.1	94	88	2	1.1	154	130	6	1.1	133	123	3	1.1
Wilson-Greene-Edgecombe-Nash	84	61	9	1.3	98	62	11	1.4	142	90	8	1.5	85	64	4	1.3
<b>All LMEs Reporting</b>	<b>2,931</b>	<b>2,066</b>	<b>23</b>	<b>1.4</b>	<b>3,089</b>	<b>2,169</b>	<b>17</b>	<b>1.4</b>	<b>3,467</b>	<b>2,477</b>	<b>22</b>	<b>1.4</b>	<b>3,385</b>	<b>2,468</b>	<b>25</b>	<b>1.4</b>

**Table 6 - Total Number of Level 2 and Level 3 Incident Reports by Location of Incident**

The total number of Level 2 and Level 3 incident reports by location of incident provides some insight into where these incidents are occurring. It should be noted that providers must report incidents that occur while a consumer is under their care. Therefore, the location of the incident will likely reflect the location where the service is provided. Services that are facility or office-based will likely report that the incident occurred on the provider premises. Services that are community-based will likely report that the incident occurred outside of the provider premises.

During this quarter, 58.7% of the total Level 2 and 3 incidents reported occurred on the provider's premises, 16.5% occurred in the community, 13.9% occurred in the consumer's legal residence, and 11.0% occurred elsewhere or the location was unknown.

LME	Provider Premises				Consumer's Legal Residence				Community				Other				Unknown			
	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr
Alamance-Caswell-Rockingham	27	41	38	30	12	24	14	9	16	7	18	8	9	7	6	2	0	3	1	19
Albemarle	22	17	25	22	14	5	7	7	10	3	9	16	0	0	0	0	0	0	0	0
Catawba	54	104	71	51	2	4	5	7	10	7	5	9	4	12	20	6	3	5	1	0
Centerpoint	109	95	62	64	12	16	16	19	5	5	7	8	7	10	17	15	1	1	3	1
Crossroads	53	83	127	68	5	11	19	21	13	9	9	15	15	20	19	11	1	14	1	3
Cumberland	240	179	175	151	13	6	26	18	23	36	75	57	19	33	2	6	0	2	3	1
Durham	33	40	41	68	18	26	22	15	17	19	25	26	10	9	17	12	2	1	3	2
Eastpointe	53	61	107	133	4	11	2	16	12	12	27	37	10	15	17	10	0	1	3	4
Five County	44	28	34	31	7	7	14	11	10	9	10	14	3	12	5	5	6	4	0	7
Foothills	28	24	38	30	9	5	14	17	20	37	13	17	3	1	0	0	0	0	0	2
Guilford	71	94	115	106	3	7	13	15	17	15	13	29	13	25	12	14	5	5	5	6
Johnston	13	20	14	17	2	3	3	4	4	0	3	2	0	5	3	4	1	0	2	0
Mecklenburg	251	166	185	166	15	12	18	14	34	28	36	26	27	10	33	31	1	1	2	5
Neuse	32	28	29	29	5	11	8	7	5	12	10	9	3	3	8	1	1	0	1	1
New River	21	43	NR	16	5	5	NR	6	8	11	NR	8	2	5	NR	2	0	0	NR	1
Onslow-Carteret	8	15	11	5	0	2	8	0	1	1	2	1	0	10	1	0	0	0	0	0
OPC	28	12	19	8	6	4	4	9	10	10	9	10	2	0	7	2	7	1	9	3
Pathways	80	101	141	152	14	42	44	62	16	24	29	49	15	21	19	50	1	2	1	5
Piedmont	179	102	158	175	26	30	39	30	35	23	29	34	19	25	31	28	4	3	10	5
Pitt	28	47	47	27	2	2	2	5	10	16	16	11	2	3	3	5	1	0	0	2
Roanoke-Chowan	10	20	9	24	3	9	13	16	6	2	2	2	4	2	1	4	1	0	0	0
Sandhills	151	168	186	122	23	47	31	23	18	26	24	27	26	33	44	19	0	2	3	0
Smoky Mountain	10	10	17	8	7	5	14	5	6	4	3	2	7	3	4	2	1	2	1	1
Southeastern Center	106	115	103	173	20	19	32	70	21	32	55	54	22	18	10	6	4	1	3	2
Southeastern Regional	70	89	27	83	7	9	10	16	16	17	13	21	7	16	12	32	1	1	3	2
Tideland	12	23	22	19	2	4	5	5	3	3	6	5	2	3	1	1	2	0	0	1
Wake	99	109	141	84	11	13	21	14	17	11	19	17	4	4	11	0	1	1	0	0
Western Highlands	51	52	69	59	32	13	41	28	25	12	16	25	18	16	25	21	1	1	3	0
Wilson-Greene-Edgecombe-Nash	67	74	104	60	4	6	13	0	11	13	14	17	2	3	11	8	0	1	0	0
All LMEs Reporting	1,950	1,960	2,115	1,981	283	358	458	469	399	404	497	556	255	324	339	297	45	52	58	73
Percent of Total	66.5%	63.3%	61.0%	58.7%	9.7%	11.6%	13.2%	13.9%	13.6%	13.0%	14.3%	16.5%	8.7%	10.5%	9.8%	8.8%	1.5%	1.7%	1.7%	2.2%

**Table 7 - Number of Level 2 Incident Reports by Location of Incident**

The total number of Level 2 incident reports by location of incident provides some insight into where these incidents are occurring. It should be noted that providers must report incidents that occur while a consumer is under their care. Therefore, the location of the incident will likely reflect the location where the service is provided. Services that are facility or office-based will likely report that the incident occurred on the provider premises. Services that are community-based will likely report that the incident occurred outside of the provider premises.

During this quarter, 59.6% of the Level 2 incidents reported occurred on the provider's premises, 15.9% occurred in the community, 13.7% occurred in the consumer's legal residence, and 10.8% occurred elsewhere or the location was unknown.

LME	Provider Premises				Consumer's Legal Residence				Community				Other				Unknown			
	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr
Alamance-Caswell-Rockingham	27	41	38	30	12	23	14	8	16	6	17	7	9	7	6	2	0	3	1	19
Albemarle	22	17	25	22	14	5	7	7	10	3	9	16	0	0	0	0	0	0	0	0
Catawba	54	104	71	50	2	3	5	6	10	7	4	7	4	12	19	6	3	5	1	0
Centerpoint	109	95	62	64	12	16	15	17	5	5	6	8	7	8	17	14	1	1	3	1
Crossroads	53	83	127	68	5	11	18	20	12	9	9	14	15	20	19	11	1	14	1	3
Cumberland	240	179	175	151	13	6	26	17	23	35	75	56	19	33	2	6	0	1	3	1
Durham	33	38	41	67	17	26	21	15	17	18	25	23	10	9	17	12	1	1	3	1
Eastpointe	51	61	107	130	4	9	2	16	12	12	27	36	10	15	17	8	0	1	3	4
Five County	44	28	34	31	7	7	13	11	9	8	10	11	3	12	5	5	6	4	0	6
Foothills	28	24	38	30	9	5	13	17	20	35	13	16	3	1	0	0	0	0	0	2
Guilford	68	93	113	106	3	7	12	15	14	12	13	28	11	24	12	11	5	2	4	6
Johnston	13	20	14	17	2	3	3	4	3	0	2	2	0	5	2	4	1	0	2	0
Mecklenburg	250	166	183	166	15	12	18	14	33	27	35	23	27	10	33	31	1	1	2	5
Neuse	32	27	29	29	5	10	8	6	5	12	9	9	3	2	8	1	1	0	1	1
New River	21	43	NR	16	5	3	NR	6	6	10	NR	7	2	5	NR	2	0	0	NR	1
Onslow-Carteret	8	15	11	5	0	1	8	0	1	1	2	1	0	5	1	0	0	0	0	0
OPC	28	12	19	8	6	4	3	9	9	8	8	8	2	0	7	2	7	1	9	3
Pathways	80	101	141	152	14	40	44	62	15	24	27	47	14	21	19	50	1	1	1	5
Piedmont	179	102	157	175	25	30	37	29	34	21	29	33	19	24	28	28	3	3	10	4
Pitt	28	47	47	27	1	2	2	4	9	16	16	11	2	3	3	5	1	0	0	2
Roanoke-Chowan	10	20	9	24	3	9	13	16	6	2	2	2	4	2	1	4	1	0	0	0
Sandhills	151	166	184	121	21	47	29	20	18	25	24	26	22	33	42	18	0	2	3	0
Smoky Mountain	10	10	17	8	7	4	12	5	6	4	3	2	7	3	4	2	1	2	1	1
Southeastern Center	104	115	103	173	19	18	31	70	20	31	55	53	21	18	10	6	4	1	3	2
Southeastern Regional	68	88	25	83	6	9	9	16	12	16	10	19	6	16	11	32	1	1	3	0
Tideland	12	23	22	19	2	4	4	5	3	3	6	5	2	3	1	1	2	0	0	1
Wake	98	109	140	84	10	11	20	13	15	11	18	16	4	4	10	0	1	1	0	0
Western Highlands	51	52	68	59	28	13	40	26	23	11	13	23	18	15	24	19	1	1	3	0
Wilson-Greene-Edgecombe-Nash	67	74	104	60	4	6	13	0	10	13	14	17	2	2	11	8	0	1	0	0
<b>All LMEs Reporting</b>	<b>1,939</b>	<b>1,953</b>	<b>2,104</b>	<b>1,975</b>	<b>271</b>	<b>344</b>	<b>440</b>	<b>454</b>	<b>376</b>	<b>385</b>	<b>481</b>	<b>526</b>	<b>246</b>	<b>312</b>	<b>329</b>	<b>288</b>	<b>43</b>	<b>47</b>	<b>57</b>	<b>68</b>
<b>Percent of Total</b>	<b>67.4%</b>	<b>64.2%</b>	<b>61.7%</b>	<b>59.6%</b>	<b>9.4%</b>	<b>11.3%</b>	<b>12.9%</b>	<b>13.7%</b>	<b>13.1%</b>	<b>12.7%</b>	<b>14.1%</b>	<b>15.9%</b>	<b>8.6%</b>	<b>10.3%</b>	<b>9.6%</b>	<b>8.7%</b>	<b>1.5%</b>	<b>1.5%</b>	<b>1.7%</b>	<b>2.1%</b>

**Table 8 - Number of Level 3 Incident Reports by Location of Incident**

The total number of Level 3 incident reports by location of incident provides some insight into where these incidents are occurring. It should be noted that providers must report incidents that occur while a consumer is under their care. Therefore, the location of the incident will likely reflect the location where the service is provided. Services that are facility or office-based will likely report that the incident occurred on the provider premises. Services that are community-based will likely report that the incident occurred outside of the provider premises.

During this quarter, 46.2% occurred in the community, 23.1% occurred in the consumer's legal residence, 9.2% of the Level 3 incidents reported occurred on the provider's premises, and 21.5% occurred elsewhere or the location was unknown.

LME	Provider Premises				Consumer's Legal Residence				Community				Other				Unknown			
	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr
Alamance-Caswell-Rockingham	0	0	0	0	0	1	0	1	0	1	1	1	0	0	0	0	0	0	0	0
Albemarle	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Catawba	0	0	0	1	0	1	0	1	0	0	1	2	0	0	1	0	0	0	0	0
Centerpoint	0	0	0	0	0	0	1	2	0	0	1	0	0	2	0	1	0	0	0	0
Crossroads	0	0	0	0	0	0	1	1	1	0	0	1	0	0	0	0	0	0	0	0
Cumberland	0	0	0	0	0	0	0	1	0	1	0	1	0	0	0	0	0	1	0	0
Durham	0	2	0	1	1	0	1	0	0	1	0	3	0	0	0	0	1	0	0	1
Eastpointe	2	0	0	3	0	2	0	0	0	0	0	1	0	0	0	2	0	0	0	0
Five County	0	0	0	0	0	0	1	0	1	1	0	3	0	0	0	0	0	0	0	1
Foothills	0	0	0	0	0	0	1	0	0	2	0	1	0	0	0	0	0	0	0	0
Guilford	3	1	2	0	0	0	1	0	3	3	0	1	2	1	0	3	0	3	1	0
Johnston	0	0	0	0	0	0	0	0	1	0	1	0	0	0	1	0	0	0	0	0
Mecklenburg	1	0	2	0	0	0	0	0	1	1	1	3	0	0	0	0	0	0	0	0
Neuse	0	1	0	0	0	1	0	1	0	0	1	0	0	1	0	0	0	0	0	0
New River	0	0	NR	0	0	2	NR	0	2	1	NR	1	0	0	NR	0	0	0	NR	0
Onslow-Carteret	0	0	0	0	0	1	0	0	0	0	0	0	0	5	0	0	0	0	0	0
OPC	0	0	0	0	0	0	1	0	1	2	1	2	0	0	0	0	0	0	0	0
Pathways	0	0	0	0	0	2	0	0	1	0	2	2	1	0	0	0	0	1	0	0
Piedmont	0	0	1	0	1	0	2	1	1	2	0	1	0	1	3	0	1	0	0	1
Pitt	0	0	0	0	1	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0
Roanoke-Chowan	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Sandhills	0	2	2	1	2	0	2	3	0	1	0	1	4	0	2	1	0	0	0	0
Smoky Mountain	0	0	0	0	0	1	2	0	0	0	0	0	0	0	0	0	0	0	0	0
Southeastern Center	2	0	0	0	1	1	1	0	1	1	0	1	1	0	0	0	0	0	0	0
Southeastern Regional	2	1	2	0	1	0	1	0	4	1	3	2	1	0	1	0	0	0	0	2
Tideland	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0
Wake	1	0	1	0	1	2	1	1	2	0	1	1	0	0	1	0	0	0	0	0
Western Highlands	0	0	1	0	4	0	1	2	2	1	3	2	0	1	1	2	0	0	0	0
Wilson-Greene-Edgecombe-Nash	0	0	0	0	0	0	0	0	1	0	0	0	0	1	0	0	0	0	0	0
<b>All LMEs Reporting</b>	<b>11</b>	<b>7</b>	<b>11</b>	<b>6</b>	<b>12</b>	<b>14</b>	<b>18</b>	<b>15</b>	<b>23</b>	<b>19</b>	<b>16</b>	<b>30</b>	<b>9</b>	<b>12</b>	<b>10</b>	<b>9</b>	<b>2</b>	<b>5</b>	<b>1</b>	<b>5</b>
<b>Percent of Total</b>	<b>19.3%</b>	<b>12.3%</b>	<b>19.6%</b>	<b>9.2%</b>	<b>21.1%</b>	<b>24.6%</b>	<b>32.1%</b>	<b>23.1%</b>	<b>40.4%</b>	<b>33.3%</b>	<b>28.6%</b>	<b>46.2%</b>	<b>15.8%</b>	<b>21.1%</b>	<b>17.9%</b>	<b>13.8%</b>	<b>3.5%</b>	<b>8.8%</b>	<b>1.8%</b>	<b>7.7%</b>

**Table 9 - Numbers of Reported Deaths by Cause of Death**

This table summarizes the numbers of deaths reported by cause of death. Four-fifths of deaths reported this quarter (79.6%) were due to terminal illness, natural causes or the cause was unknown at the time the death was reported. Accidents accounted for 11.3%, suicide accounted for 7.0%, and homicide/violence accounted for 2.2% of the deaths reported this quarter.

LME	Number of Deaths																							
	All Deaths				Suicide				Accident				Homicide/Violence				Terminal Illness/ Natural Cause				Unknown Cause			
	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr
Alamance-Caswell-Rockingham	1	12	7	8	0	0	0	1	0	2	0	0	0	0	0	0	1	10	7	6	0	0	0	1
Albemarle	1	0	4	1	0	0	0	0	0	0	0	0	0	0	0	0	1	0	3	1	0	0	1	0
Catawba	1	4	11	5	0	0	1	0	0	1	1	3	0	0	0	0	0	0	2	2	1	3	7	0
Centerpoint	8	7	11	6	0	0	0	2	0	2	1	0	0	0	0	0	2	3	7	2	6	2	3	2
Crossroads	9	21	8	17	0	0	1	1	0	0	0	1	0	0	0	0	5	2	4	11	4	19	3	4
Cumberland	2	8	8	9	0	2	0	1	0	0	0	1	0	0	0	0	1	5	4	5	1	1	4	2
Durham	6	7	7	8	1	0	0	0	0	0	0	1	0	1	0	2	2	5	7	3	3	1	0	2
Eastpointe	2	6	1	3	0	1	0	1	0	0	0	0	0	0	0	0	0	4	1	2	2	1	0	0
Five County	5	5	4	6	1	1	0	0	0	0	0	0	0	0	0	0	2	4	4	4	2	0	0	2
Foothills	7	4	2	3	0	0	0	0	0	1	0	1	0	0	0	0	4	2	1	2	3	1	1	0
Guilford	12	4	7	3	0	0	2	0	2	0	0	2	0	0	0	0	9	2	3	1	1	2	2	0
Johnston	2	0	7	2	0	0	0	0	0	0	1	0	1	0	0	0	0	0	2	1	1	0	4	1
Mecklenburg	5	8	5	7	0	0	1	0	0	1	0	1	0	0	0	0	4	4	2	6	1	3	2	0
Neuse	2	1	3	2	0	1	0	0	0	0	1	0	0	0	0	0	1	0	2	1	1	0	0	1
New River	3	6	NR	8	0	2	NR	1	1	1	NR	0	0	0	NR	0	1	0	NR	3	1	3	NR	4
Onslow-Carteret	0	3	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	2	0	0	0	0	0	0
OPC	3	5	11	5	0	0	1	0	0	1	0	0	0	0	0	1	3	1	7	3	0	3	3	1
Pathways	5	17	16	12	0	0	1	0	0	1	1	2	0	1	0	0	4	11	11	7	1	4	3	3
Piedmont	7	17	15	14	2	1	2	2	0	2	2	1	1	0	0	0	1	6	6	5	3	8	5	6
Pitt	3	1	1	2	0	0	0	0	0	0	0	0	1	0	0	0	2	1	1	1	0	0	0	1
Roanoke-Chowan	3	4	2	4	0	0	0	0	0	0	0	0	0	0	0	0	1	4	2	3	2	0	0	1
Sandhills	9	3	10	8	2	0	0	0	0	0	1	1	0	0	0	0	6	2	5	6	1	0	4	1
Smoky Mountain	1	2	3	2	0	1	1	0	0	0	0	0	0	0	0	0	0	1	2	1	1	0	0	1
Southeastern Center	13	11	8	7	1	1	0	0	1	1	1	1	0	0	0	0	2	4	0	1	9	5	7	5
Southeastern Regional	6	10	14	20	1	0	1	1	1	0	2	2	0	0	1	0	3	9	10	12	1	1	0	5
Tideland	1	0	1	2	0	0	0	0	0	0	1	0	0	0	0	0	1	0	0	0	0	0	0	2
Wake	12	8	23	6	2	1	0	1	1	1	2	1	1	0	0	0	5	5	17	4	3	1	4	0
Western Highlands	17	9	15	16	1	0	4	2	5	2	0	3	0	0	0	1	10	5	3	7	1	2	8	3
Wilson-Greene-Edgecombe-Nash	2	3	0	0	1	0	0	0	0	0	0	0	1	0	0	0	0	2	0	0	0	1	0	0
All LMEs Reporting	148	186	204	186	12	12	15	13	11	17	14	21	5	2	1	4	71	94	113	100	49	61	61	48
Percent of Total	100.0%	100.0%	100.0%	100.0%	8.1%	6.5%	7.4%	7.0%	7.4%	9.1%	6.9%	11.3%	3.4%	1.1%	0.5%	2.2%	48.0%	50.5%	55.4%	53.8%	33.1%	32.8%	29.9%	25.8%

**Table 10 - Rate of Reported Deaths Per 1,000 Active Consumers by Cause of Death**

This table summarizes the rate of reported deaths per 1,000 active consumers<sup>1</sup>. Evaluating rates offer a better comparison measure than the actual numbers due to variation in the size of LMEs and the number of consumers served.

Statewide, the average number of deaths this quarter was 0.74 per 1,000 active consumers. This represents a slight decrease from the prior quarter. Most of the decrease was attributed to a decrease in reported deaths due to terminal illness, natural, and unknown causes.

LME	Rate of Deaths per 1,000 Active Consumers																							
	All Deaths				Suicide				Accident				Homicide/Violence				Terminal Illness/ Natural Cause				Unknown Cause			
	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr
Alamance-Caswell-Rockingham	0.09	1.05	0.59	0.65	0.00	0.00	0.00	0.08	0.00	0.18	0.00	0.00	0.00	0.00	0.00	0.00	0.09	0.88	0.59	0.49	0.00	0.00	0.00	0.08
Albemarle	0.34	0.00	1.24	0.30	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.34	0.00	0.93	0.30	0.00	0.00	0.31	0.00
Catawba	0.32	1.19	3.11	1.40	0.00	0.00	0.28	0.00	0.00	0.30	0.28	0.84	0.00	0.00	0.00	0.00	0.00	0.00	0.57	0.56	0.32	0.89	1.98	0.00
Centerpoint	0.84	0.74	1.11	0.59	0.00	0.00	0.00	0.20	0.00	0.21	0.10	0.00	0.00	0.00	0.00	0.00	0.21	0.32	0.71	0.20	0.63	0.21	0.30	0.20
Crossroads	0.94	2.85	1.10	2.42	0.00	0.00	0.14	0.14	0.00	0.00	0.00	0.14	0.00	0.00	0.00	0.00	0.52	0.27	0.55	1.57	0.42	2.58	0.41	0.57
Cumberland	0.34	1.40	1.36	1.52	0.00	0.35	0.00	0.17	0.00	0.00	0.00	0.17	0.00	0.00	0.00	0.00	0.17	0.88	0.68	0.84	0.17	0.18	0.68	0.34
Durham	1.22	1.32	1.22	1.31	0.20	0.00	0.00	0.00	0.00	0.00	0.00	0.16	0.00	0.19	0.00	0.33	0.41	0.94	1.22	0.49	0.61	0.19	0.00	0.33
Eastpointe	0.24	0.74	0.12	0.33	0.00	0.12	0.00	0.11	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.50	0.12	0.22	0.24	0.12	0.00	0.00
Five County	0.60	0.59	0.46	0.66	0.12	0.12	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.24	0.47	0.46	0.44	0.24	0.00	0.00	0.22
Foothills	0.96	0.75	0.35	0.50	0.00	0.00	0.00	0.00	0.00	0.19	0.00	0.17	0.00	0.00	0.00	0.00	0.55	0.37	0.18	0.33	0.41	0.19	0.18	0.00
Guilford	1.35	0.43	0.75	0.31	0.00	0.00	0.22	0.00	0.22	0.00	0.00	0.21	0.00	0.00	0.00	0.00	1.01	0.22	0.32	0.10	0.11	0.22	0.22	0.00
Johnston	0.69	0.00	2.33	0.65	0.00	0.00	0.00	0.00	0.00	0.00	0.33	0.00	0.35	0.00	0.00	0.00	0.00	0.00	0.67	0.32	0.35	0.00	1.33	0.32
Mecklenburg	0.23	0.39	0.24	0.32	0.00	0.00	0.05	0.00	0.00	0.05	0.00	0.05	0.00	0.00	0.00	0.00	0.19	0.20	0.10	0.28	0.05	0.15	0.10	0.00
Neuse	0.67	0.15	0.43	0.27	0.00	0.15	0.00	0.00	0.00	0.00	0.14	0.00	0.00	0.00	0.00	0.00	0.33	0.00	0.28	0.13	0.33	0.00	0.00	0.13
New River	0.85	1.75	NR	1.91	0.00	0.58	NR	0.24	0.28	0.29	NR	0.00	0.00	0.00	NR	0.00	0.28	0.00	NR	0.71	0.28	0.87	NR	0.95
Onslow-Carteret	0.00	0.48	0.00	0.00	0.00	0.16	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.32	0.00	0.00	0.00	0.00	0.00	0.00
OPC	0.55	1.05	2.32	1.04	0.00	0.00	0.21	0.00	0.00	0.21	0.00	0.00	0.00	0.00	0.00	0.21	0.55	0.21	1.47	0.63	0.00	0.63	0.63	0.21
Pathways	0.50	1.69	1.68	1.22	0.00	0.00	0.10	0.00	0.00	0.10	0.10	0.20	0.00	0.10	0.00	0.00	0.40	1.09	1.15	0.71	0.10	0.40	0.31	0.30
Piedmont	0.23	0.51	0.43	0.49	0.07	0.03	0.06	0.07	0.00	0.06	0.06	0.04	0.03	0.00	0.00	0.00	0.03	0.18	0.17	0.18	0.10	0.24	0.14	0.21
Pitt	0.45	0.32	0.32	1.92	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.15	0.00	0.00	0.00	0.30	0.32	0.32	0.96	0.00	0.00	0.00	0.96
Roanoke-Chowan	0.80	1.14	0.54	1.05	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.27	1.14	0.54	0.79	0.54	0.00	0.00	0.26
Sandhills	0.71	0.25	0.77	0.59	0.16	0.00	0.00	0.00	0.00	0.08	0.08	0.07	0.00	0.00	0.00	0.00	0.47	0.16	0.38	0.44	0.08	0.00	0.31	0.07
Smoky Mountain	0.11	0.20	0.28	0.19	0.00	0.10	0.09	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.10	0.19	0.09	0.11	0.00	0.00	0.09
Southeastern Center	2.02	1.59	1.07	0.87	0.16	0.14	0.00	0.00	0.16	0.14	0.13	0.12	0.00	0.00	0.00	0.00	0.31	0.58	0.00	0.12	1.40	0.72	0.94	0.62
Southeastern Regional	0.63	0.99	1.33	1.81	0.10	0.00	0.09	0.09	0.10	0.00	0.19	0.18	0.00	0.00	0.09	0.00	0.31	0.89	0.95	1.09	0.10	0.10	0.00	0.45
Tideland	0.15	0.00	0.15	0.30	0.00	0.00	0.00	0.00	0.00	0.00	0.15	0.00	0.00	0.00	0.00	0.00	0.15	0.00	0.00	0.00	0.00	0.00	0.00	0.30
Wake	0.81	0.57	1.54	0.38	0.13	0.07	0.00	0.06	0.07	0.07	0.13	0.06	0.07	0.00	0.00	0.00	0.34	0.35	1.14	0.26	0.20	0.07	0.27	0.00
Western Highlands	1.30	1.06	2.23	2.20	0.08	0.00	0.60	0.27	0.38	0.24	0.00	0.41	0.00	0.00	0.00	0.14	0.76	0.59	0.45	0.96	0.08	0.24	1.19	0.41
Wilson-Greene-Edgecombe-Nash	0.42	0.77	0.00	0.00	0.21	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.21	0.00	0.00	0.00	0.00	0.51	0.00	0.00	0.00	0.26	0.00	0.00
<b>All LMEs Reporting</b>	<b>0.59</b>	<b>0.76</b>	<b>0.81</b>	<b>0.74</b>	<b>0.05</b>	<b>0.05</b>	<b>0.06</b>	<b>0.05</b>	<b>0.04</b>	<b>0.07</b>	<b>0.06</b>	<b>0.08</b>	<b>0.02</b>	<b>0.01</b>	<b>0.00</b>	<b>0.02</b>	<b>0.29</b>	<b>0.39</b>	<b>0.45</b>	<b>0.40</b>	<b>0.20</b>	<b>0.25</b>	<b>0.24</b>	<b>0.19</b>
Minimum	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Median	0.60	0.74	0.76	0.65	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.28	0.32	0.45	0.33	0.11	0.15	0.16	0.21
Maximum	2.02	2.85	3.11	2.42	0.21	0.58	0.60	0.27	0.38	0.30	0.33	0.84	0.35	0.19	0.09	0.33	1.01	1.14	1.47	1.57	1.40	2.58	1.98	0.96

1. Active consumers are the average monthly active caseload for the quarter and is calculated by performing a distinct count of clients in the Client Services Data Warehouse with a status code of "active" each month and averaging the three months.

**Table 11 - Total Number of Level 2 and Level 3 Incidents Involving Restrictive Interventions**

This table summarizes the total numbers of Level 2 and 3 incidents involving restrictive interventions reported each quarter. Level 2 incidents include (1) any emergency, unplanned use or (2) any planned use that exceeds authorized limits, is administered by an unauthorized person, results in discomfort or complaint, or requires treatment by a licensed health professional. Level 3 incidents include any restrictive intervention that results in permanent physical or psychological impairment.

The total number of reported incidents involving restraint, isolation, and seclusion decreased this quarter. Of the reported cases, the vast majority involved the use of physical restraint.

LME	Total Number of Level 2 and 3 Incidents Involving Restrictive Interventions By Type															
	Total Unduplicated Count				Physical Restraint				Isolation				Seclusion			
	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr
Alamance-Caswell-Rockingham	4	11	6	6	4	11	6	6	0	0	0	0	0	0	0	0
Albemarle	8	2	10	11	8	2	10	11	0	0	0	0	0	0	0	0
Catawba	8	29	27	16	7	29	26	16	1	0	1	0	0	0	0	0
Centerpoint	46	59	21	31	46	59	21	31	0	0	0	0	0	0	0	0
Crossroads	9	32	75	25	9	28	57	20	0	7	28	9	0	0	1	0
Cumberland	75	48	43	39	75	48	43	39	0	0	0	0	0	0	0	0
Durham	0	0	3	2	0	0	3	2	0	0	0	0	0	0	0	0
Eastpointe	11	7	43	62	10	7	42	38	1	0	1	12	0	0	0	12
Five County	7	7	1	2	7	7	1	2	0	0	0	0	0	0	0	0
Foothills	0	0	0	1	0	0	0	1	0	0	0	0	0	0	0	0
Guilford	4	9	11	19	4	9	11	17	1	0	0	0	1	0	0	2
Johnston	0	3	0	2	0	2	0	2	0	1	0	0	0	0	0	0
Mecklenburg	77	59	61	52	75	59	61	52	2	0	0	0	0	0	0	0
Neuse	4	4	7	7	4	4	7	7	0	0	0	0	0	0	0	0
New River	2	0	NR	1	2	0	NR	1	0	0	NR	0	0	0	NR	0
Onslow-Carteret	0	0	7	0	0	0	7	0	0	0	0	0	0	0	0	0
OPC	3	4	5	2	3	4	5	2	0	0	0	0	0	0	0	0
Pathways	21	14	43	42	19	13	34	38	2	0	9	11	0	1	0	2
Piedmont	31	27	46	54	31	27	45	51	0	0	1	3	0	0	0	0
Pitt	6	17	17	4	6	17	17	4	1	3	3	0	1	2	2	0
Roanoke-Chowan	1	2	0	0	1	2	0	0	0	0	0	0	0	0	0	0
Sandhills	50	50	76	38	50	50	76	38	0	0	1	2	0	0	0	0
Smoky Mountain	6	4	2	1	6	3	2	1	0	1	0	0	0	0	0	0
Southeastern Center	35	42	81	90	35	42	72	89	0	0	17	6	0	0	9	110
Southeastern Regional	25	50	13	33	25	50	13	32	5	1	0	1	0	0	0	0
Tideland	5	7	7	5	5	7	7	5	0	0	0	0	0	0	0	0
Wake	5	12	15	15	5	12	15	15	0	0	0	0	0	0	0	0
Western Highlands	20	17	17	15	20	12	18	15	4	5	2	0	1	2	1	0
Wilson-Greene-Edgecombe-Nash	3	6	2	1	1	6	2	1	0	0	0	0	0	0	0	0
<b>All LMEs Reporting</b>	<b>466</b>	<b>522</b>	<b>639</b>	<b>576</b>	<b>458</b>	<b>510</b>	<b>601</b>	<b>536</b>	<b>17</b>	<b>18</b>	<b>63</b>	<b>44</b>	<b>3</b>	<b>5</b>	<b>13</b>	<b>126</b>
<b>Percent of Total</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>98.3%</b>	<b>97.7%</b>	<b>94.1%</b>	<b>93.1%</b>	<b>3.6%</b>	<b>3.4%</b>	<b>9.9%</b>	<b>7.6%</b>	<b>0.6%</b>	<b>1.0%</b>	<b>2.0%</b>	<b>21.9%</b>

\* Total Unduplicated Count is the number of incident reports received. This number may be less than the sum of physical restraint, isolation, and seclusion incidents if an incident involving more than one type of restrictive intervention is reported on a single incident report.

**Table 12 - Rate of Level 2 and Level 3 (Total) Incidents Involving Restrictive Interventions Per 1,000 Active Consumers**

This table summarizes the rates of Level 2 and 3 (total) incidents involving restrictive interventions per 1,000 active consumers<sup>1</sup> reported each quarter. Level 2 incidents include (1) any emergency, unplanned use or (2) any planned use that exceeds authorized limits, is administered by an unauthorized person, results in discomfort or complaint, or requires treatment by a licensed health professional. Level 3 incidents include any restrictive intervention that results in permanent physical or psychological impairment. Evaluating rates offer a better comparison measure than the actual numbers due to variation in the size of LMEs and the number of consumers served.

Statewide the rate of Level 2 and 3 incidents involving restrictive interventions was 2.29 per 1,000 active consumers this quarter. This is a decrease from the prior quarter's rate of 2.54 per 1,000 active consumers. The wide variation in rates among area programs is likely due to reporting differences and differences in the number of residential treatment beds in the catchment area.

LME	Rate of Level 2 and 3 (Total) Incidents Involving Restrictive Interventions Per 1,000 Active Consumers															
	Total Unduplicated Count <sup>2</sup>				Physical Restraint				Isolation				Seclusion			
	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr
Alamance-Caswell-Rockingham	0.37	0.96	0.50	0.49	0.37	0.96	0.50	0.49	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Albemarle	2.68	0.64	3.10	3.33	2.68	0.64	3.10	3.33	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Catawba	2.54	8.64	7.63	4.47	2.22	8.64	7.35	4.47	0.32	0.00	0.28	0.00	0.00	0.00	0.00	0.00
Centerpoint	4.85	6.23	2.12	3.02	4.85	6.23	2.12	3.02	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Crossroads	0.94	4.34	10.30	3.56	0.94	3.80	7.83	2.85	0.00	0.95	3.85	1.28	0.00	0.00	0.14	0.00
Cumberland	12.84	8.40	7.32	6.59	12.84	8.40	7.32	6.59	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Durham	0.00	0.00	0.52	0.33	0.00	0.00	0.52	0.33	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Eastpointe	1.31	0.87	5.14	6.85	1.19	0.87	5.02	4.20	0.12	0.00	0.12	1.33	0.00	0.00	0.00	1.33
Five County	0.84	0.82	0.11	0.22	0.84	0.82	0.11	0.22	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Foothills	0.00	0.00	0.00	0.17	0.00	0.00	0.00	0.17	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Guilford	0.45	0.98	1.18	1.98	0.45	0.98	1.18	1.77	0.11	0.00	0.00	0.00	0.11	0.00	0.00	0.21
Johnston	0.00	1.05	0.00	0.65	0.00	0.70	0.00	0.65	0.00	0.35	0.00	0.00	0.00	0.00	0.00	0.00
Mecklenburg	3.61	2.91	2.92	2.41	3.52	2.91	2.92	2.41	0.09	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Neuse	1.34	0.61	1.00	0.93	1.34	0.61	1.00	0.93	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
New River	0.57	0.00	NR	0.24	0.57	0.00	NR	0.24	0.00	0.00	NR	0.00	0.00	0.00	NR	0.00
Onslow-Carteret	0.00	0.00	1.00	0.00	0.00	0.00	1.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
OPC	0.55	0.84	1.05	0.42	0.55	0.84	1.05	0.42	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Pathways	2.11	1.39	4.51	4.26	1.91	1.29	3.57	3.85	0.20	0.00	0.94	1.12	0.00	0.10	0.00	0.20
Piedmont	1.04	0.81	1.31	1.90	1.04	0.81	1.28	1.80	0.00	0.00	0.03	0.11	0.00	0.00	0.00	0.00
Pitt	0.90	5.46	5.49	3.84	0.90	5.46	5.49	3.84	0.15	0.96	0.97	0.00	0.15	0.64	0.65	0.00
Roanoke-Chowan	0.27	0.57	0.00	0.00	0.27	0.57	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Sandhills	3.93	4.08	5.84	2.81	3.93	4.08	5.84	2.81	0.00	0.00	0.08	0.15	0.00	0.00	0.00	0.00
Smoky Mountain	0.63	0.39	0.19	0.09	0.63	0.29	0.19	0.09	0.00	0.10	0.00	0.00	0.00	0.00	0.00	0.00
Southeastern Center	5.44	6.08	10.86	11.19	5.44	6.08	9.65	11.07	0.00	0.00	2.28	0.75	0.00	0.00	1.21	13.68
Southeastern Regional	2.62	4.95	1.23	2.99	2.62	4.95	1.23	2.90	0.52	0.10	0.00	0.09	0.00	0.00	0.00	0.00
Tideland	0.76	1.06	1.05	0.75	0.76	1.06	1.05	0.75	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Wake	0.34	0.85	1.00	0.96	0.34	0.85	1.00	0.96	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Western Highlands	1.53	2.01	2.53	2.06	1.53	1.42	2.68	2.06	0.31	0.59	0.30	0.00	0.08	0.24	0.15	0.00
Wilson-Greene-Edgecombe-Nash	0.63	1.54	0.50	0.24	0.21	1.54	0.50	0.24	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
<b>All LMEs Reporting</b>	<b>1.87</b>	<b>2.14</b>	<b>2.54</b>	<b>2.29</b>	<b>1.84</b>	<b>2.09</b>	<b>2.39</b>	<b>2.14</b>	<b>0.07</b>	<b>0.07</b>	<b>0.25</b>	<b>0.18</b>	<b>0.01</b>	<b>0.02</b>	<b>0.05</b>	<b>0.50</b>
Minimum	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Median	0.90	0.98	1.21	1.90	0.90	0.96	1.21	1.77	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Maximum	12.84	8.64	10.86	11.19	12.84	8.64	9.65	11.07	0.52	0.96	3.85	1.33	0.15	0.64	1.21	13.68

1. Active consumers are the average monthly active caseload for the quarter and is calculated by performing a distinct count of clients in the Client Services Data Warehouse with a status code of "active" each month and averaging the three months.

2. Total Unduplicated Count is the number of incident reports received. This number may be less than the sum of physical restraint, isolation, and seclusion incidents if an incident involving more than one type of restrictive intervention is reported on a single incident report.



**Table 13 - Unduplicated Count of Consumers with Level 2 and Level 3 Incidents Involving Restrictive Interventions,  
Highest and Average Number of Incident Reports Per Consumer**

This table shows the total number of Level 2 and 3 incident reports involving the use of restrictive interventions filed by local providers in each catchment area, the unduplicated count of consumers involved, the highest number of incident reports for a single consumer, and the average number of incident reports for all other consumers for which an incident was reported.

Statewide, 576 incidents involving 358 consumers were reported this quarter. The highest number of incident reports for a single consumer this quarter was 25. The average number of incident reports for all other consumers for which an incident was reported was 1.5.

LME	Total Number of Level 2 and 3 Incident Reports Involving the Use of Restrictive Interventions															
	1st Qtr				2nd Qtr				3rd Qtr				4th Qtr			
	Total Unduplicated Level 2 and 3 Incidents	Unduplicated Count of Consumers	Highest Number of Reports for a Single Consumer	Avg # of Incident Reports For All Other Consumers	Total Unduplicated Level 2 and 3 Incidents	Unduplicated Count of Consumers	Highest Number of Reports for a Single Consumer	Avg # of Incident Reports For All Other Consumers	Total Unduplicated Level 2 and 3 Incidents	Unduplicated Count of Consumers	Highest Number of Reports for a Single Consumer	Avg # of Incident Reports For All Other Consumers	Total Unduplicated Level 2 and 3 Incidents	Unduplicated Count of Consumers	Highest Number of Reports for a Single Consumer	Avg # of Incident Reports For All Other Consumers
Alamance-Caswell-Rockingham	4	4	1	1.0	11	10	2	1.0	6	6	1	1.0	6	5	2	1.0
Albemarle	8	6	3	1.0	2	2	1	1.0	10	4	6	1.3	11	5	3	2.0
Catawba	8	7	2	1.0	29	13	8	1.8	27	13	4	1.9	16	4	6	3.3
Centerpoint	46	38	3	1.2	59	26	13	1.8	21	14	2	1.5	31	25	2	1.2
Crossroads	9	7	3	1.0	32	21	3	1.5	75	28	14	2.3	25	18	3	1.3
Cumberland	75	33	13	1.9	48	32	5	1.4	43	33	3	1.3	39	35	5	1.0
Durham	0	0	0	0.0	0	0	0	0.0	3	2	2	1.0	2	2	1	1.0
Eastpointe	11	5	6	1.3	7	7	1	1.0	43	31	3	1.3	62	41	3	1.5
Five County	7	5	2	1.3	7	4	2	1.7	1	1	1	0.0	2	2	1	1.0
Foothills	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0	1	1	1	0.0
Guilford	4	3	2	1.0	9	9	1	1.0	11	8	3	1.1	19	16	4	1.0
Johnston	0	0	0	0.0	3	3	1	1.0	0	0	0	0.0	2	2	1	1.0
Mecklenburg	77	47	3	1.6	59	32	4	1.8	61	39	3	1.5	52	26	5	1.9
Neuse	4	2	2	2.0	4	4	1	1.0	7	4	3	1.3	7	5	3	1.0
New River	2	1	1	0.0	0	0	0	0.0	NR	NR	NR	NR	1	1	1	0.0
Onslow-Carteret	0	0	0	0.0	0	0	0	0.0	7	4	4	1.0	0	0	0	0.0
OPC	3	3	1	1.0	4	4	1	1.0	5	5	1	1.0	2	2	1	1.0
Pathways	21	17	4	1.1	14	12	2	1.1	43	34	5	1.2	42	35	6	1.1
Piedmont	31	21	4	1.4	27	17	7	1.3	46	29	5	1.5	54	26	11	1.7
Pitt	6	6	1	1.0	17	13	3	1.2	17	13	3	1.2	4	4	1	1.0
Roanoke-Chowan	1	1	1	0.0	2	2	1	1.0	0	0	0	0.0	0	0	0	0.0
Sandhills	50	31	5	1.5	50	31	5	1.5	76	49	10	1.4	38	31	3	1.2
Smoky Mountain	6	5	2	1.0	4	4	1	1.0	2	2	1	1.0	1	1	1	0.0
Southeastern Center	35	19	4	1.7	42	21	9	1.7	81	31	12	2.3	90	20	25	3.4
Southeastern Regional	25	14	6	1.5	50	34	4	1.4	13	10	2	1.2	33	21	5	1.4
Tideland	5	4	2	1.0	7	5	2	1.3	7	5	3	1.0	5	5	1	1.0
Wake	5	3	2	1.5	12	9	4	1.0	15	12	3	1.1	15	13	2	1.1
Western Highlands	20	16	3	1.1	17	13	2	1.3	17	16	2	1.0	15	11	3	1.2
Wilson-Greene-Edgecombe-Nash	3	3	1	1.0	6	5	2	1.0	2	2	1	1.0	1	1	1	0.0
<b>All LMEs Reporting</b>	<b>466</b>	<b>301</b>	<b>13</b>	<b>1.5</b>	<b>522</b>	<b>333</b>	<b>13</b>	<b>1.5</b>	<b>639</b>	<b>395</b>	<b>14</b>	<b>1.6</b>	<b>576</b>	<b>358</b>	<b>25</b>	<b>1.5</b>

**Table 14 - Level 2 Incidents Involving Restrictive Interventions**

This table summarizes the numbers of Level 2 incidents involving restrictive interventions reported each quarter. Level 2 incidents involving restrictive interventions include (1) any emergency, unplanned use or (2) any planned use that exceeds authorized limits, is administered by an unauthorized person, results in discomfort or complaint, or requires treatment by a licensed health professional.

The number of incidents involving restrictive interventions that were reported this quarter decreased by 10%. Of the reported cases this quarter, nearly all involved the use of physical restraint.

LME	Number of Level 2 Incidents Involving Restrictive Interventions By Type															
	Total Unduplicated Count				Physical Restraint				Isolation				Seclusion			
	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr
Alamance-Caswell-Rockingham	4	11	6	6	4	11	6	6	0	0	0	0	0	0	0	0
Albemarle	8	2	10	11	8	2	10	11	0	0	0	0	0	0	0	0
Catawba	8	29	27	16	7	29	26	16	1	0	1	0	0	0	0	0
Centerpoint	46	59	21	31	46	59	21	31	0	0	0	0	0	0	0	0
Crossroads	9	32	75	25	9	28	57	20	0	7	28	9	0	0	1	0
Cumberland	75	48	43	39	75	48	43	39	0	0	0	0	0	0	0	0
Durham	0	0	3	2	0	0	3	2	0	0	0	0	0	0	0	0
Eastpointe	11	7	43	61	10	7	42	37	1	0	1	12	0	0	0	12
Five County	7	7	1	2	7	7	1	2	0	0	0	0	0	0	0	0
Foothills	0	0	0	1	0	0	0	1	0	0	0	0	0	0	0	0
Guilford	4	9	11	19	4	9	11	17	1	0	0	0	1	0	0	2
Johnston	0	3	0	2	0	2	0	2	0	1	0	0	0	0	0	0
Mecklenburg	77	59	61	52	75	59	61	52	2	0	0	0	0	0	0	0
Neuse	4	4	7	7	4	4	7	7	0	0	0	0	0	0	0	0
New River	2	0	NR	1	2	0	NR	1	0	0	NR	0	0	0	NR	0
Onslow-Carteret	0	0	7	0	0	0	7	0	0	0	0	0	0	0	0	0
OPC	3	4	5	2	3	4	5	2	0	0	0	0	0	0	0	0
Pathways	21	14	43	42	19	13	34	38	2	0	9	11	0	1	0	2
Piedmont	31	27	46	54	31	27	45	51	0	0	1	3	0	0	0	0
Pitt	6	17	17	4	6	17	17	4	1	3	3	0	1	2	2	0
Roanoke-Chowan	1	2	0	0	1	2	0	0	0	0	0	0	0	0	0	0
Sandhills	50	50	76	38	50	50	76	38	0	0	1	2	0	0	0	0
Smoky Mountain	6	4	2	1	6	3	2	1	0	1	0	0	0	0	0	0
Southeastern Center	35	42	81	90	35	42	72	89	0	0	17	6	0	0	9	110
Southeastern Regional	25	50	12	33	25	50	12	32	5	1	0	1	0	0	0	0
Tideland	5	7	7	5	5	7	7	5	0	0	0	0	0	0	0	0
Wake	5	12	15	15	5	12	15	15	0	0	0	0	0	0	0	0
Western Highlands	20	17	17	15	20	12	18	15	4	5	2	0	1	2	1	0
Wilson-Greene-Edgecombe-Nash	3	6	2	1	1	6	2	1	0	0	0	0	0	0	0	0
<b>All LMEs Reporting</b>	<b>466</b>	<b>522</b>	<b>638</b>	<b>575</b>	<b>458</b>	<b>510</b>	<b>600</b>	<b>535</b>	<b>17</b>	<b>18</b>	<b>63</b>	<b>44</b>	<b>3</b>	<b>5</b>	<b>13</b>	<b>126</b>
<b>Percent of Total</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>98.3%</b>	<b>97.7%</b>	<b>94.0%</b>	<b>93.0%</b>	<b>3.6%</b>	<b>3.4%</b>	<b>9.9%</b>	<b>7.7%</b>	<b>0.6%</b>	<b>1.0%</b>	<b>2.0%</b>	<b>21.9%</b>

\* Total Unduplicated Count is the number of incident reports received. This number may be less than the sum of physical restraint, isolation, and seclusion incidents if an incident involving more than one type of restrictive intervention is reported on a single incident report.

**Table 15 - Rate of Level 2 Incidents Involving Restrictive Interventions Per 1,000 Active Consumers**

This table summarizes the rates of Level 2 incidents involving restrictive interventions per 1,000 active consumers<sup>1</sup> reported each quarter. Level 2 incidents include (1) any emergency, unplanned use or (2) any planned use that exceeds authorized limits, is administered by an unauthorized person, results in discomfort or complaint, or requires treatment by a licensed health professional. Evaluating rates offer a better comparison measure than the actual numbers due to variation in the size of LMEs and the number of consumers served.

Statewide the rate of Level 2 incidents involving restrictive interventions was 2.29 per 1,000 active consumers in the second quarter. This is down from the prior quarter's rate of 2.54 per 1,000 active consumers. The wide variation in rates among area programs is likely due to reporting differences and differences in the number of residential treatment program beds in the catchment area.

LME	Rate of Level 2 Incidents Involving Restrictive Interventions Per 1,000 Active Consumers															
	Total Unduplicated Count <sup>2</sup>				Physical Restraint				Isolation				Seclusion			
	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr
Alamance-Caswell-Rockingham	0.37	0.96	0.50	0.49	0.37	0.96	0.50	0.49	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Albemarle	2.68	0.64	3.10	3.33	2.68	0.64	3.10	3.33	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Catawba	2.54	8.64	7.63	4.47	2.22	8.64	7.35	4.47	0.32	0.00	0.28	0.00	0.00	0.00	0.00	0.00
Centerpoint	4.85	6.23	2.12	3.02	4.85	6.23	2.12	3.02	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Crossroads	0.94	4.34	10.30	3.56	0.94	3.80	7.83	2.85	0.00	0.95	3.85	1.28	0.00	0.00	0.14	0.00
Cumberland	12.84	8.40	7.32	6.59	12.84	8.40	7.32	6.59	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Durham	0.00	0.00	0.52	0.33	0.00	0.00	0.52	0.33	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Eastpointe	1.31	0.87	5.14	6.74	1.19	0.87	5.02	4.09	0.12	0.00	0.12	1.33	0.00	0.00	0.00	1.33
Five County	0.84	0.82	0.11	0.22	0.84	0.82	0.11	0.22	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Foothills	0.00	0.00	0.00	0.17	0.00	0.00	0.00	0.17	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Guilford	0.45	0.98	1.18	1.98	0.45	0.98	1.18	1.77	0.11	0.00	0.00	0.00	0.11	0.00	0.00	0.21
Johnston	0.00	1.05	0.00	0.65	0.00	0.70	0.00	0.65	0.00	0.35	0.00	0.00	0.00	0.00	0.00	0.00
Mecklenburg	3.61	2.91	2.92	2.41	3.52	2.91	2.92	2.41	0.09	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Neuse	1.34	0.61	1.00	0.93	1.34	0.61	1.00	0.93	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
New River	0.57	0.00	NR	0.24	0.57	0.00	NR	0.24	0.00	0.00	NR	0.00	0.00	0.00	NR	0.00
Onslow-Carteret	0.00	0.00	1.00	0.00	0.00	0.00	1.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
OPC	0.55	0.84	1.05	0.42	0.55	0.84	1.05	0.42	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Pathways	2.11	1.39	4.51	4.26	1.91	1.29	3.57	3.85	0.20	0.00	0.94	1.12	0.00	0.10	0.00	0.20
Piedmont	1.04	0.81	1.31	1.90	1.04	0.81	1.28	1.80	0.00	0.00	0.03	0.11	0.00	0.00	0.00	0.00
Pitt	0.90	5.46	5.49	3.84	0.90	5.46	5.49	3.84	0.15	0.96	0.97	0.00	0.15	0.64	0.65	0.00
Roanoke-Chowan	0.27	0.57	0.00	0.00	0.27	0.57	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Sandhills	3.93	4.08	5.84	2.81	3.93	4.08	5.84	2.81	0.00	0.00	0.08	0.15	0.00	0.00	0.00	0.00
Smoky Mountain	0.63	0.39	0.19	0.09	0.63	0.29	0.19	0.09	0.00	0.10	0.00	0.00	0.00	0.00	0.00	0.00
Southeastern Center	5.44	6.08	10.86	11.19	5.44	6.08	9.65	11.07	0.00	0.00	2.28	0.75	0.00	0.00	1.21	13.68
Southeastern Regional	2.62	4.95	1.14	2.99	2.62	4.95	1.14	2.90	0.52	0.10	0.00	0.09	0.00	0.00	0.00	0.00
Tideland	0.76	1.06	1.05	0.75	0.76	1.06	1.05	0.75	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Wake	0.34	0.85	1.00	0.96	0.34	0.85	1.00	0.96	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Western Highlands	1.53	2.01	2.53	2.06	1.53	1.42	2.68	2.06	0.31	0.59	0.30	0.00	0.08	0.24	0.15	0.00
Wilson-Greene-Edgecombe-Nash	0.63	1.54	0.50	0.24	0.21	1.54	0.50	0.24	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
<b>All LMEs Reporting</b>	<b>1.87</b>	<b>2.14</b>	<b>2.54</b>	<b>2.29</b>	<b>1.84</b>	<b>2.09</b>	<b>2.39</b>	<b>2.13</b>	<b>0.07</b>	<b>0.07</b>	<b>0.25</b>	<b>0.18</b>	<b>0.01</b>	<b>0.02</b>	<b>0.05</b>	<b>0.50</b>
Minimum	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Median	0.90	0.98	1.16	1.90	0.90	0.96	1.16	1.77	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Maximum	12.84	8.64	10.86	11.19	12.84	8.64	9.65	11.07	0.52	0.96	3.85	1.33	0.15	0.64	1.21	13.68

1. Active consumers are the average monthly active caseload for the quarter and is calculated by performing a distinct count of clients in the Client Services Data Warehouse with a status code of "active" each month and averaging the three months.

2. Total Unduplicated Count is the number of incident reports received. This number may be less than the sum of physical restraint, isolation, and seclusion incidents if an incident involving more than one type of restrictive intervention is reported on a single incident report.

**Table 16 - Level 3 Incidents Involving Restrictive Interventions**

This table summarizes the numbers of Level 3 incidents involving restrictive interventions reported each quarter. Level 3 incidents involving restrictive interventions include any restrictive intervention that results in permanent physical or psychological impairment within 7 days of the intervention.

There was one Level 3 incident involving restraint, isolation, or seclusion reported this quarter.

LME	Number of Level 3 Restrictive Interventions By Type															
	Total Unduplicated Count				Physical Restraint				Isolation				Seclusion			
	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr
Alamance-Caswell-Rockingham	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Albemarle	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Catawba	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Centerpoint	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Crossroads	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Cumberland	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Durham	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Eastpointe	0	0	0	1	0	0	0	1	0	0	0	0	0	0	0	0
Five County	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Foothills	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Guilford	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Johnston	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Mecklenburg	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Neuse	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
New River	0	0	NR	0	0	0	NR	0	0	0	NR	0	0	0	NR	0
Onslow-Carteret	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
OPC	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Pathways	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Piedmont	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Pitt	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Roanoke-Chowan	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Sandhills	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Smoky Mountain	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Southeastern Center	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Southeastern Regional	0	0	1	0	0	0	1	0	0	0	0	0	0	0	0	0
Tideland	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Wake	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Western Highlands	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Wilson-Greene-Edgecombe-Nash	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>All LMEs Reporting</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Percent of Total</b>	<b>0.0%</b>	<b>0.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>0.0%</b>	<b>0.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>0.0%</b>	<b>0.0%</b>	<b>0.0%</b>	<b>0.0%</b>	<b>0.0%</b>	<b>0.0%</b>	<b>0.0%</b>	<b>0.0%</b>

\* Total Unduplicated Count is the number of incident reports received. This number may be less than the sum of physical restraint, isolation, and seclusion incidents if an incident involving more than one type of restrictive intervention is reported on a single incident report.

**Table 17 - Rate of Level 3 Incidents Involving Restrictive Interventions Per 1,000 Active Consumers**

This table summarizes the rates of Level 3 incidents involving restrictive interventions per 1,000 active consumers<sup>1</sup> reported each quarter. Level 3 incidents include any restrictive intervention that results in permanent physical or psychological impairment within 7 days. Evaluating rates offer a better comparison measure than the actual numbers due to variation in the size of LMEs and the number of consumers served.

There was one Level 3 incident involving restrictive interventions this quarter.

LME	Rate of Level 3 Incidents Involving Restrictive Interventions Per 1,000 Active Consumers															
	Total Unduplicated Count <sup>2</sup>				Physical Restraint				Isolation				Seclusion			
	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr
Alamance-Caswell-Rockingham	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Albemarle	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Catawba	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Centerpoint	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Crossroads	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Cumberland	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Durham	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Eastpointe	0.00	0.00	0.00	0.11	0.00	0.00	0.00	0.11	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Five County	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Foothills	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Guilford	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Johnston	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Mecklenburg	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Neuse	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
New River	0.00	0.00	NR	0.00	0.00	0.00	NR	0.00	0.00	0.00	NR	0.00	0.00	0.00	NR	0.00
Onslow-Carteret	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
OPC	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Pathways	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Piedmont	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Pitt	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Roanoke-Chowan	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Sandhills	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Smoky Mountain	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Southeastern Center	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Southeastern Regional	0.00	0.00	0.09	0.00	0.00	0.00	0.09	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Tideland	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Wake	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Western Highlands	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Wilson-Greene-Edgecombe-Nash	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
<b>All LMEs Reporting</b>	<b>0.00</b>	<b>0.00</b>	<b>0.004</b>	<b>0.004</b>	<b>0.00</b>	<b>0.00</b>	<b>0.004</b>	<b>0.004</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>
Minimum	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Median	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Maximum	0.00	0.00	0.09	0.11	0.00	0.00	0.09	0.11	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00

1. Active consumers are the average monthly active caseload for the quarter and is calculated by performing a distinct count of clients in the Client Services Data Warehouse with a status code of "active" each month and averaging the three months.

2. Total Unduplicated Count is the number of incident reports received. This number may be less than the sum of physical restraint, isolation, and seclusion incidents if an incident involving more than one type of restrictive intervention is reported on a single incident report.

**Table 18 - Total Numbers of Level 2 and Level 3 Incidents Involving Consumer Injuries**

This table summarizes the total numbers of reported Level 2 and Level 3 incidents involving injuries to consumers. Level 2 incidents include any injury that requires treatment by a licensed health professional (such as MD, RN, or LPN) beyond first aid, as defined by OSHA guidelines. Level 3 incidents include any injury that results in permanent physical or psychological impairment.

Statewide, there was a total of 684 Level 2 and Level 3 incidents involving injuries reported this quarter. This represents a slight increase from the prior quarter. Injuries due to trip or fall represented 29.4% of the reported injuries, aggressive behavior represented 12.7%, self-injurious behavior represented 9.9%, auto accident represented 9.2% and "other" injuries represented 38.7%.

LME	Total Number of Reported Level 2 and Level 3 Incidents Involving Consumer Injuries																							
	Total Reported Injuries				Aggressive Behavior				Self-Injurious Behavior				Trip or Fall				Auto Accident				Other			
	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr
Alamance-Caswell-Rockingham	23	16	18	15	0	1	2	6	1	0	4	0	1	4	5	7	7	0	0	0	14	11	7	2
Albemarle	17	2	15	18	11	0	8	3	0	1	4	2	2	0	2	6	0	0	1	2	4	1	0	5
Catawba	18	15	8	13	1	5	0	0	6	5	1	3	5	2	4	4	0	0	0	2	6	3	3	4
Centerpoint	13	15	11	11	2	4	1	1	3	1	4	2	5	6	4	4	0	0	0	1	3	4	2	3
Crossroads	32	39	42	28	2	5	11	6	2	9	4	3	7	3	13	9	2	0	1	0	19	22	13	10
Cumberland	47	53	51	33	3	6	7	5	10	4	5	5	10	12	3	7	1	4	13	3	23	27	23	13
Durham	8	19	14	29	1	2	2	7	2	0	0	1	4	5	3	7	0	1	2	6	1	11	7	8
Eastpointe	33	34	49	50	1	2	7	6	4	1	4	5	10	4	10	12	1	8	4	5	17	19	24	22
Five County	13	14	12	19	0	2	2	1	4	2	2	1	2	4	4	2	2	2	1	3	5	4	3	12
Foothills	30	23	26	19	4	3	0	2	2	0	0	0	3	9	11	6	0	0	1	0	21	11	14	11
Guilford	24	36	35	38	4	4	6	3	4	10	5	8	4	6	12	15	1	1	2	2	11	15	10	10
Johnston	3	8	3	6	0	1	0	2	0	0	0	0	1	4	3	2	1	0	0	0	1	3	0	2
Mecklenburg	57	32	52	44	6	2	5	5	10	3	6	5	15	9	13	13	2	3	7	1	24	15	21	20
Neuse	6	8	9	18	0	0	0	0	0	2	2	1	1	0	0	2	0	0	1	3	5	6	6	12
New River	6	8	NR	8	0	0	NR	0	0	0	NR	0	3	7	NR	5	1	0	NR	1	2	1	NR	2
Onslow	4	4	7	2	2	1	4	0	0	0	2	0	2	1	1	0	0	0	0	0	0	2	0	2
OPC	10	1	5	5	0	0	0	0	1	0	0	0	6	1	3	3	0	0	1	0	3	0	1	2
Pathways	26	42	50	75	1	3	8	10	4	3	5	10	3	10	20	15	2	4	5	9	16	22	12	31
Piedmont	65	48	65	64	6	10	9	11	4	5	5	4	16	14	19	18	1	1	1	4	38	18	31	27
Pitt	15	13	13	15	0	2	2	3	0	2	2	3	5	4	4	3	5	2	2	3	5	3	3	3
Roanoke-Chowan	6	13	7	7	0	4	1	0	0	0	0	2	1	6	1	2	0	0	1	1	5	3	4	2
Sandhills	40	44	29	37	5	10	9	2	1	4	1	1	16	16	14	17	1	2	1	0	17	12	4	17
Smoky Mountain	7	6	6	3	1	0	0	0	0	1	0	0	3	3	4	3	0	0	0	0	3	2	2	0
Southeastern Center	45	25	29	29	4	5	3	1	6	2	6	3	8	8	11	15	0	3	3	4	27	7	6	6
Southeastern Regional	46	31	12	37	16	6	2	6	2	2	0	3	5	1	0	5	3	3	4	6	20	19	6	17
Tideland	6	11	13	10	0	2	1	0	1	1	2	1	3	4	3	2	0	0	1	3	2	4	6	4
Wake	14	12	19	7	1	2	1	0	1	1	1	0	6	5	8	2	1	1	6	2	5	3	3	3
Western Highlands	36	24	25	23	4	5	8	2	3	1	2	3	11	9	5	8	1	0	1	0	17	9	9	10
Wilson-Greene-Edgecombe-Nash	25	23	31	21	2	4	10	5	1	1	1	2	9	4	7	7	2	2	1	2	11	12	12	5
<b>All LMEs Reporting</b>	<b>675</b>	<b>619</b>	<b>656</b>	<b>684</b>	<b>77</b>	<b>91</b>	<b>109</b>	<b>87</b>	<b>72</b>	<b>61</b>	<b>68</b>	<b>68</b>	<b>167</b>	<b>161</b>	<b>187</b>	<b>201</b>	<b>34</b>	<b>37</b>	<b>60</b>	<b>63</b>	<b>325</b>	<b>269</b>	<b>232</b>	<b>265</b>
<b>Percent of Total</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>11.4%</b>	<b>14.7%</b>	<b>16.6%</b>	<b>12.7%</b>	<b>10.7%</b>	<b>9.9%</b>	<b>10.4%</b>	<b>9.9%</b>	<b>24.7%</b>	<b>26.0%</b>	<b>28.5%</b>	<b>29.4%</b>	<b>5.0%</b>	<b>6.0%</b>	<b>9.1%</b>	<b>9.2%</b>	<b>48.1%</b>	<b>43.5%</b>	<b>35.4%</b>	<b>38.7%</b>

**Table 19 - Rate of Reported Level 2 and Level 3 (Total) Incidents Involving Consumer Injuries Per 1,000 Active Consumers**

This table summarizes the rate of reported Level 2 and Level 3 (total) incidents involving injuries to consumers per 1,000 active consumers<sup>1</sup>. Level 2 incidents include any injury that requires treatment by a licensed health professional (such as MD, RN, or LPN) beyond first aid, as defined by OSHA guidelines. Level 3 incidents include any injury that results in permanent physical or psychological impairment. Evaluating rates offer a better comparison measure than the actual numbers due to variation in the size of LMEs and the number of consumers served.

Statewide, the average rate of Level 2 and Level 3 (total) incidents for all injuries reported this quarter was 2.73 per 1,000 active consumers. The statewide rate increased slightly from the prior quarter.

Rate of Reported Level 2 and Level 3 (Total) Incidents Involving Consumer Injuries Per 1,000 Active Consumers																								
LME	Total Reported Injuries				Aggressive Behavior				Self-Injurious Behavior				Trip or Fall				Auto Accident				Other			
	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr
Alamance-Caswell-Rockingham	2.11	1.40	1.51	1.22	0.00	0.09	0.17	0.49	0.09	0.00	0.34	0.00	0.09	0.35	0.42	0.57	0.64	0.00	0.00	0.00	1.28	0.96	0.59	0.16
Albemarle	5.70	0.64	4.65	5.45	3.69	0.00	2.48	0.91	0.00	0.32	1.24	0.61	0.67	0.00	0.62	1.82	0.00	0.00	0.31	0.61	1.34	0.32	0.00	1.52
Catawba	5.71	4.47	2.26	3.63	0.32	1.49	0.00	0.00	1.90	1.49	0.28	0.84	1.59	0.60	1.13	1.12	0.00	0.00	0.00	0.56	1.90	0.89	0.85	1.12
Centerpoint	1.37	1.58	1.11	1.07	0.21	0.42	0.10	0.10	0.32	0.11	0.40	0.20	0.53	0.63	0.40	0.39	0.00	0.00	0.00	0.10	0.32	0.42	0.20	0.29
Crossroads	3.34	5.29	5.77	3.99	0.21	0.68	1.51	0.85	0.21	1.22	0.55	0.43	0.73	0.41	1.79	1.28	0.21	0.00	0.14	0.00	1.99	2.99	1.79	1.42
Cumberland	8.04	9.28	8.68	5.58	0.51	1.05	1.19	0.84	1.71	0.70	0.85	0.84	1.71	2.10	0.51	1.18	0.17	0.70	2.21	0.51	3.94	4.73	3.92	2.20
Durham	1.62	3.59	2.45	4.73	0.20	0.38	0.35	1.14	0.41	0.00	0.00	0.16	0.81	0.94	0.52	1.14	0.00	0.19	0.35	0.98	0.20	2.08	1.22	1.31
Eastpointe	3.94	4.21	5.86	5.53	0.12	0.25	0.84	0.66	0.48	0.12	0.48	0.55	1.19	0.50	1.20	1.33	0.12	0.99	0.48	0.55	2.03	2.35	2.87	2.43
Five County	1.56	1.65	1.38	2.10	0.00	0.24	0.23	0.11	0.48	0.24	0.23	0.11	0.24	0.47	0.46	0.22	0.24	0.24	0.11	0.33	0.60	0.47	0.34	1.33
Foothills	4.10	4.29	4.55	3.15	0.55	0.56	0.00	0.33	0.27	0.00	0.00	0.00	0.41	1.68	1.93	0.99	0.00	0.00	0.18	0.00	2.87	2.05	2.45	1.82
Guilford	2.69	3.91	3.77	3.96	0.45	0.43	0.65	0.31	0.45	1.09	0.54	0.83	0.45	0.65	1.29	1.56	0.11	0.11	0.22	0.21	1.24	1.63	1.08	1.04
Johnston	1.04	2.81	1.00	1.94	0.00	0.35	0.00	0.65	0.00	0.00	0.00	0.00	0.35	1.41	1.00	0.65	0.35	0.00	0.00	0.00	0.35	1.05	0.00	0.65
Mecklenburg	2.67	1.58	2.49	2.04	0.28	0.10	0.24	0.23	0.47	0.15	0.29	0.23	0.70	0.44	0.62	0.60	0.09	0.15	0.34	0.05	1.13	0.74	1.01	0.93
Neuse	2.01	1.22	1.28	2.40	0.00	0.00	0.00	0.00	0.00	0.30	0.28	0.13	0.33	0.00	0.00	0.27	0.00	0.00	0.14	0.40	1.67	0.91	0.85	1.60
New River	1.70	2.33	NR	1.91	0.00	0.00	NR	0.00	0.00	0.00	NR	0.00	0.85	2.04	NR	1.19	0.28	0.00	NR	0.24	0.57	0.29	NR	0.48
Onslow-Carteret	0.74	0.64	1.00	0.26	0.37	0.16	0.57	0.00	0.00	0.00	0.29	0.00	0.37	0.16	0.14	0.00	0.00	0.00	0.00	0.00	0.00	0.32	0.00	0.26
OPC	1.85	0.21	1.05	1.04	0.00	0.00	0.00	0.00	0.18	0.00	0.00	0.00	1.11	0.21	0.63	0.63	0.00	0.00	0.21	0.00	0.55	0.00	0.21	0.42
Pathways	2.61	4.18	5.25	7.60	0.10	0.30	0.84	1.01	0.40	0.30	0.52	1.01	0.30	0.99	2.10	1.52	0.20	0.40	0.52	0.91	1.61	2.19	1.26	3.14
Piedmont	2.17	1.43	1.85	2.25	0.20	0.30	0.26	0.39	0.13	0.15	0.14	0.14	0.53	0.42	0.54	0.63	0.03	0.03	0.03	0.14	1.27	0.54	0.88	0.95
Pitt	2.26	4.17	4.19	14.40	0.00	0.64	0.65	2.88	0.00	0.64	0.65	2.88	0.75	1.28	1.29	2.88	0.75	0.64	0.65	2.88	0.75	0.96	0.97	2.88
Roanoke-Chowan	1.61	3.69	1.88	1.84	0.00	1.14	0.27	0.00	0.00	0.00	0.00	0.52	0.27	1.70	0.27	0.52	0.00	0.00	0.27	0.26	1.34	0.85	1.08	0.52
Sandhills	3.15	3.59	2.23	2.73	0.39	0.82	0.69	0.15	0.08	0.33	0.08	0.07	1.26	1.31	1.08	1.26	0.08	0.16	0.08	0.00	1.34	0.98	0.31	1.26
Smoky Mountain	0.74	0.59	0.56	0.28	0.11	0.00	0.00	0.00	0.00	0.10	0.00	0.00	0.32	0.29	0.37	0.28	0.00	0.00	0.00	0.00	0.32	0.20	0.19	0.00
Southeastern Center	6.99	3.62	3.89	3.61	0.62	0.72	0.40	0.12	0.93	0.29	0.80	0.37	1.24	1.16	1.47	1.87	0.00	0.43	0.40	0.50	4.20	1.01	0.80	0.75
Southeastern Regional	4.83	3.07	1.14	3.35	1.68	0.59	0.19	0.54	0.21	0.20	0.00	0.27	0.52	0.10	0.00	0.45	0.31	0.30	0.38	0.54	2.10	1.88	0.57	1.54
Tideland	0.91	1.67	1.96	1.50	0.00	0.30	0.15	0.00	0.15	0.15	0.30	0.15	0.46	0.61	0.45	0.30	0.00	0.00	0.15	0.45	0.30	0.61	0.90	0.60
Wake	0.94	0.85	1.27	0.45	0.07	0.14	0.07	0.00	0.07	0.07	0.07	0.00	0.40	0.35	0.53	0.13	0.07	0.07	0.40	0.13	0.34	0.21	0.20	0.19
Western Highlands	2.75	2.84	3.72	3.16	0.31	0.59	1.19	0.27	0.23	0.12	0.30	0.41	0.84	1.06	0.74	1.10	0.08	0.00	0.15	0.00	1.30	1.06	1.34	1.37
Wilson-Greene-Edgecombe-Nash	5.28	5.90	7.76	5.14	0.42	1.03	2.50	1.22	0.21	0.26	0.25	0.49	1.90	1.03	1.75	1.71	0.42	0.51	0.25	0.49	2.32	3.08	3.00	1.22
All LMEs Reporting	2.71	2.54	2.61	2.73	0.31	0.37	0.43	0.35	0.29	0.25	0.27	0.27	0.67	0.66	0.74	0.80	0.14	0.15	0.24	0.25	1.30	1.10	0.92	1.06
Minimum	0.74	0.21	0.56	0.26	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.09	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Median	2.26	2.84	2.25	2.73	0.20	0.35	0.26	0.27	0.21	0.15	0.29	0.20	0.53	0.61	0.62	0.99	0.08	0.00	0.19	0.24	1.28	0.96	0.87	1.12
Maximum	8.04	9.28	8.68	14.40	3.69	1.49	2.50	2.88	1.90	1.49	1.24	2.88	1.90	2.10	2.10	2.88	0.75	0.99	2.21	2.88	4.20	4.73	3.92	3.14

1. Active consumers are the average monthly active caseload for the quarter and is calculated by performing a distinct count of clients in the Client Services Data Warehouse with a status code of "active" each month and averaging the three months.

**Table 20 - Unduplicated Count of Consumers with Level 2 and Level 3 Incidents Involving Injuries Due To Aggressive/Destructive Behavior, Highest and Average Number of Incident Reports Per Consumer**

This table shows the total number of Level 2 and 3 incident reports involving injuries due to aggressive/destructive behavior filed by local providers in each catchment area, the unduplicated count of consumers involved, the highest number of incident reports for a single consumer, and the average number of incident reports for all other consumers for which an incident was reported.

Statewide, 87 incidents involving 80 consumers were reported this quarter. The highest number of incident reports for a single consumer this quarter was 3. The average number of incident reports for all other consumers for which an incident was reported was 1.1.

LME	Total Number of Level 2 and 3 Incident Reports Involving Injuries Due To Aggressive/Destructive Behavior															
	1st Qtr				2nd Qtr				3rd Qtr				4th Qtr			
	Total Level 2 and 3 Incidents	Unduplicated Count of Consumers	Highest Number of Reports for a Single Consumer	Avg # of Incident Reports For All Other Consumers	Total Level 2 and 3 Incidents	Unduplicated Count of Consumers	Highest Number of Reports for a Single Consumer	Avg # of Incident Reports For All Other Consumers	Total Level 2 and 3 Incidents	Unduplicated Count of Consumers	Highest Number of Reports for a Single Consumer	Avg # of Incident Reports For All Other Consumers	Total Level 2 and 3 Incidents	Unduplicated Count of Consumers	Highest Number of Reports for a Single Consumer	Avg # of Incident Reports For All Other Consumers
Alamance-Caswell-Rockingham	0	0	0	0.0	1	1	1	0.0	2	2	1	1.0	6	5	2	1.0
Albemarle	11	11	1	1.0	0	0	0	0.0	8	3	5	1.5	3	3	1	1.0
Catawba	1	1	1	0.0	5	3	2	1.5	0	0	0	0.0	0	0	0	0.0
Centerpoint	2	2	1	1.0	4	4	1	1.0	1	1	1	0.0	1	1	1	0.0
Crossroads	2	2	1	1.0	5	5	1	1.0	11	9	3	1.0	6	4	2	1.3
Cumberland	3	3	1	1.0	6	6	1	1.0	7	7	1	1.0	5	5	1	1.0
Durham	1	1	1	0.0	2	2	1	1.0	2	2	1	1.0	7	5	3	1.0
Eastpointe	1	1	1	0.0	2	2	1	1.0	7	7	1	1.0	6	6	1	1.0
Five County	0	0	0	0.0	2	2	1	1.0	2	2	1	1.0	1	1	1	0.0
Foothills	4	4	4	0.0	3	3	1	1.0	0	0	0	0.0	2	2	1	1.0
Guilford	4	4	1	1.0	4	4	1	1.0	6	5	2	1.0	3	3	1	1.0
Johnston	0	0	0	0.0	1	1	1	0.0	0	0	0	0.0	2	2	1	1.0
Mecklenburg	6	5	2	1.0	2	2	1	1.0	5	5	1	1.0	5	5	1	1.0
Neuse	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0
New River	0	0	0	0.0	0	0	0	0.0	NR	NR	NR	NR	0	0	0	0.0
Onslow-Carteret	2	2	1	1.0	1	1	1	0.0	4	2	2	2.0	0	0	0	0.0
OPC	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0
Pathways	1	1	1	0.0	3	3	1	1.0	8	8	1	1.0	10	9	2	1.0
Piedmont	6	5	2	1.0	10	10	1	1.0	9	9	1	1.0	11	10	2	1.0
Pitt	0	0	0	0.0	2	2	1	1.0	2	2	1	1.0	3	3	1	1.0
Roanoke-Chowan	0	0	0	0.0	4	2	3	1.0	1	1	1	0.0	0	0	0	0.0
Sandhills	5	5	1	1.0	10	6	4	1.2	9	9	1	1.0	2	2	1	1.0
Smoky Mountain	1	1	1	0.0	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0
Southeastern Center	4	4	1	1.0	5	5	1	1.0	3	3	1	1.0	1	1	1	0.0
Southeastern Regional	16	12	5	1.0	6	2	4	2.0	2	2	1	1.0	6	6	1	1.0
Tideland	0	0	0	0.0	2	2	1	1.0	1	1	1	0.0	0	0	0	0.0
Wake	1	1	1	0.0	2	2	1	1.0	1	1	1	0.0	0	0	0	0.0
Western Highlands	4	3	2	1.0	5	5	1	1.0	8	8	1	1.0	2	2	1	1.0
Wilson-Greene-Edgecombe-Nash	2	2	1	1.0	4	4	1	1.0	10	10	1	1.0	5	5	1	1.0
<b>All LMEs Reporting</b>	<b>77</b>	<b>70</b>	<b>5</b>	<b>1.0</b>	<b>91</b>	<b>79</b>	<b>4</b>	<b>1.1</b>	<b>109</b>	<b>99</b>	<b>5</b>	<b>1.1</b>	<b>87</b>	<b>80</b>	<b>3</b>	<b>1.1</b>



**Table 21 - Unduplicated Count of Consumers with Level 2 and Level 3 Incidents Involving Injuries Due To Self-Injurious Behavior,  
Highest and Average Number of Incident Reports Per Consumer**

This table shows the total number of Level 2 and 3 incident reports involving injuries due to self-injurious behavior filed by local providers in each catchment area, the unduplicated count of consumers involved, the highest number of incident reports for a single consumer, and the average number of incident reports for all other consumers for which an incident was reported.

Statewide, 68 incidents involving 67 consumers were reported this quarter. The highest number of incident reports for a single consumer this quarter was 2. The average number of incident reports for all other consumers for which an incident was reported was 1.0.

LME	Total Number of Level 2 and 3 Incident Reports Involving Injuries Due To Self-Injurious Behavior															
	1st Qtr				2nd Qtr				3rd Qtr				4th Qtr			
	Total Level 2 and 3 Incidents	Unduplicated Count of Consumers	Highest Number of Reports for a Single Consumer	Avg # of Incident Reports For All Other Consumers	Total Level 2 and 3 Incidents	Unduplicated Count of Consumers	Highest Number of Reports for a Single Consumer	Avg # of Incident Reports For All Other Consumers	Total Level 2 and 3 Incidents	Unduplicated Count of Consumers	Highest Number of Reports for a Single Consumer	Avg # of Incident Reports For All Other Consumers	Total Level 2 and 3 Incidents	Unduplicated Count of Consumers	Highest Number of Reports for a Single Consumer	Avg # of Incident Reports For All Other Consumers
Alamance-Caswell-Rockingham	1	1	1	0.0	0	0	0	0.0	4	2	2	2.0	0	0	0	0.0
Albemarle	0	0	0	0.0	1	1	1	0.0	4	4	1	1.0	2	2	1	1.0
Catawba	6	3	4	1.0	5	3	3	1.0	1	1	1	0.0	3	3	1	1.0
Centerpoint	3	3	1	1.0	1	1	1	0.0	4	4	1	1.0	2	2	1	1.0
Crossroads	2	2	1	1.0	9	7	3	1.0	4	4	1	1.0	3	3	1	1.0
Cumberland	10	7	3	1.2	4	4	1	1.0	5	5	1	1.0	5	5	1	1.0
Durham	2	2	1	1.0	0	0	0	0.0	0	0	0	0.0	1	1	1	0.0
Eastpointe	4	4	1	1.0	1	1	1	0.0	4	4	1	1.0	5	5	1	1.0
Five County	4	4	1	1.0	2	2	1	1.0	2	2	1	1.0	1	1	1	0.0
Foothills	2	2	0	2.0	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0
Guilford	4	4	1	1.0	10	5	4	1.5	5	5	1	1.0	8	8	1	1.0
Johnston	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0
Mecklenburg	10	10	1	1.0	3	3	1	1.0	6	4	3	1.0	5	5	1	1.0
Neuse	0	0	0	0.0	2	2	1	1.0	2	2	1	1.0	1	1	1	0.0
New River	0	0	0	0.0	0	0	0	0.0	NR	NR	NR	NR	0	0	0	0.0
Onslow-Carteret	0	0	0	0.0	0	0	0	0.0	2	2	1	1.0	0	0	0	0.0
OPC	1	1	1	0.0	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0
Pathways	4	3	2	1.0	3	3	1	1.0	5	5	1	1.0	10	10	1	1.0
Piedmont	4	4	1	1.0	5	5	1	1.0	5	5	1	1.0	4	3	2	1.0
Pitt	0	0	0	0.0	2	2	1	1.0	2	2	1	1.0	3	3	1	1.0
Roanoke-Chowan	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0	2	2	1	1.0
Sandhills	1	1	1	0.0	4	4	1	1.0	1	1	1	0.0	1	1	1	0.0
Smoky Mountain	0	0	0	0.0	1	1	1	0.0	0	0	0	0.0	0	0	0	0.0
Southeastern Center	6	4	2	1.3	2	1	2	0.0	6	6	1	1.0	3	3	1	1.0
Southeastern Regional	2	2	1	1.0	2	2	1	1.0	0	0	0	0.0	3	3	1	1.0
Tideland	1	1	1	0.0	1	1	1	0.0	2	2	1	1.0	1	1	1	0.0
Wake	1	1	1	0.0	1	1	1	0.0	1	1	1	0.0	0	0	0	0.0
Western Highlands	3	3	1	1.0	1	1	1	0.0	2	2	1	1.0	3	3	1	1.0
Wilson-Greene-Edgecombe-Nash	1	1	1	0.0	1	1	1	0.0	1	1	1	0.0	2	2	1	1.0
<b>All LMEs Reporting</b>	<b>72</b>	<b>63</b>	<b>4</b>	<b>1.1</b>	<b>61</b>	<b>51</b>	<b>4</b>	<b>1.1</b>	<b>68</b>	<b>64</b>	<b>3</b>	<b>1.0</b>	<b>68</b>	<b>67</b>	<b>2</b>	<b>1.0</b>

**Table 22 - Unduplicated Count of Consumers with Level 2 and Level 3 Incidents Involving Injuries Due To Trip or Fall,  
Highest and Average Number of Incident Reports Per Consumer**

This table shows the total number of Level 2 and 3 incident reports involving injuries due to trip or fall filed by local providers in each catchment area, the unduplicated count of consumers involved, the highest number of incident reports for a single consumer, and the average number of incident reports for all other consumers for which an incident was reported.

Statewide, 201 incidents involving 197 consumers were reported this quarter. The highest number of incident reports for a single consumer this quarter was 2. The average number of incident reports for all other consumers for which an incident was reported was 1.0.

LME	Total Number of Level 2 and 3 Incident Reports Involving Injuries Due to Trip or Fall															
	1st Qtr				2nd Qtr				3rd Qtr				4th Qtr			
	Total Level 2 and 3 Incidents	Unduplicated Count of Consumers	Highest Number of Reports for a Single Consumer	Avg # of Incident Reports For All Other Consumers	Total Level 2 and 3 Incidents	Unduplicated Count of Consumers	Highest Number of Reports for a Single Consumer	Avg # of Incident Reports For All Other Consumers	Total Level 2 and 3 Incidents	Unduplicated Count of Consumers	Highest Number of Reports for a Single Consumer	Avg # of Incident Reports For All Other Consumers	Total Level 2 and 3 Incidents	Unduplicated Count of Consumers	Highest Number of Reports for a Single Consumer	Avg # of Incident Reports For All Other Consumers
Alamance-Caswell-Rockingham	1	1	1	0.0	4	4	1	1.0	5	5	1	1.0	7	7	1	1.0
Albemarle	2	2	1	1.0	0	0	0	0.0	2	2	1	1.0	6	6	1	1.0
Catawba	5	5	1	1.0	2	2	1	1.0	4	3	2	1.0	4	4	1	1.0
Centerpoint	5	4	2	1.0	6	5	2	1.0	4	3	2	1.0	4	4	1	1.0
Crossroads	7	7	1	1.0	3	3	1	1.0	13	13	1	1.0	9	9	1	1.0
Cumberland	10	8	2	1.1	12	12	1	1.0	3	3	1	1.0	7	7	1	1.0
Durham	4	4	1	1.0	5	5	1	1.0	3	3	1	1.0	7	7	1	1.0
Eastpointe	10	10	1	1.0	4	4	1	1.0	10	10	1	1.0	12	12	1	1.0
Five County	2	2	1	1.0	4	4	1	1.0	4	4	1	1.0	2	2	1	1.0
Foothills	3	3	1	1.0	9	9	1	1.0	11	6	6	1.0	6	6	1	1.0
Guilford	4	4	1	1.0	6	6	1	1.0	12	9	4	1.0	15	13	2	1.1
Johnston	1	1	1	0.0	4	4	1	1.0	3	3	1	1.0	2	2	1	1.0
Mecklenburg	15	15	1	1.0	9	9	1	1.0	13	13	1	1.0	13	13	1	1.0
Neuse	1	1	1	0.0	0	0	0	0.0	0	0	0	0.0	2	2	1	1.0
New River	3	1	1	0.0	7	6	2	1.0	NR	NR	NR	NR	5	5	1	1.0
Onslow-Carteret	2	2	1	1.0	1	1	1	0.0	1	1	1	0.0	0	0	0	0.0
OPC	6	6	1	1.0	1	1	1	0.0	3	3	1	1.0	3	3	1	1.0
Pathways	3	3	1	1.0	10	10	1	1.0	20	18	2	1.1	15	13	2	1.1
Piedmont	16	15	2	1.0	14	14	1	1.0	19	17	2	1.1	18	18	1	1.0
Pitt	5	5	1	1.0	4	4	1	1.0	4	4	1	1.0	3	3	1	1.0
Roanoke-Chowan	1	1	1	0.0	6	5	2	1.0	1	1	1	0.0	2	2	1	1.0
Sandhills	16	16	1	1.0	16	15	2	1.0	14	13	2	1.0	17	17	1	1.0
Smoky Mountain	3	3	1	1.0	3	3	1	1.0	4	3	2	1.0	3	3	1	1.0
Southeastern Center	8	8	1	1.0	8	8	1	1.0	11	6	6	1.0	15	15	1	1.0
Southeastern Regional	5	5	1	1.0	1	1	1	0.0	0	0	0	0.0	5	5	1	1.0
Tideland	3	3	1	1.0	4	4	1	1.0	3	3	1	1.0	2	2	1	1.0
Wake	6	6	1	1.0	5	5	1	1.0	8	8	1	1.0	2	2	1	1.0
Western Highlands	11	11	1	1.0	9	9	1	1.0	5	5	1	1.0	8	8	1	1.0
Wilson-Greene-Edgecombe-Nash	9	7	2	1.2	4	4	1	1.0	7	7	1	1.0	7	7	1	1.0
<b>All LMEs Reporting</b>	<b>167</b>	<b>159</b>	<b>2</b>	<b>1.0</b>	<b>161</b>	<b>157</b>	<b>2</b>	<b>1.0</b>	<b>187</b>	<b>166</b>	<b>6</b>	<b>1.1</b>	<b>201</b>	<b>197</b>	<b>2</b>	<b>1.0</b>

**Table 23 - Unduplicated Count of Consumers with Level 2 and Level 3 Incidents Involving Injuries Due To Auto Accidents,  
Highest and Average Number of Incident Reports Per Consumer**

This table shows the total number of Level 2 and 3 incident reports involving injuries due to auto accidents filed by local providers in each catchment area, the unduplicated count of consumers involved, the highest number of incident reports for a single consumer, and the average number of incident reports for all other consumers for which an incident was reported.

Statewide, 63 incidents involving 62 consumers were reported this quarter. The highest number of incident reports for a single consumer this quarter was 2. The average number of incident reports for all other consumers for which an incident was reported was 1.0.

LME	Total Number of Level 2 and 3 Incident Reports Involving Injuries Due To Auto Accidents															
	1st Qtr				2nd Qtr				3rd Qtr				4th Qtr			
	Total Level 2 and 3 Incidents	Unduplicated Count of Consumers	Highest Number of Reports for a Single Consumer	Avg # of Incident Reports For All Other Consumers	Total Level 2 and 3 Incidents	Unduplicated Count of Consumers	Highest Number of Reports for a Single Consumer	Avg # of Incident Reports For All Other Consumers	Total Level 2 and 3 Incidents	Unduplicated Count of Consumers	Highest Number of Reports for a Single Consumer	Avg # of Incident Reports For All Other Consumers	Total Level 2 and 3 Incidents	Unduplicated Count of Consumers	Highest Number of Reports for a Single Consumer	Avg # of Incident Reports For All Other Consumers
Alamance-Caswell-Rockingham	7	7	1	1.0	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0
Albemarle	0	0	0	0.0	0	0	0	0.0	1	1	1	0.0	2	2	1	1.0
Catawba	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0	2	2	1	1.0
Centerpoint	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0	1	1	1	0.0
Crossroads	2	2	1	1.0	0	0	0	0.0	1	1	1	0.0	0	0	0	0.0
Cumberland	1	1	1	0.0	4	4	1	1.0	13	13	1	1.0	3	3	1	1.0
Durham	0	0	0	0.0	1	1	1	0.0	2	2	1	1.0	6	6	1	1.0
Eastpointe	1	1	1	0.0	8	8	1	1.0	4	4	1	1.0	5	5	1	1.0
Five County	2	2	1	1.0	2	2	1	1.0	1	1	1	0.0	3	3	1	1.0
Foothills	0	0	0	0.0	0	0	0	0.0	1	1	1	0.0	0	0	0	0.0
Guilford	1	1	1	0.0	1	1	1	0.0	2	2	1	1.0	2	2	1	1.0
Johnston	1	1	1	0.0	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0
Mecklenburg	2	2	1	1.0	3	3	1	1.0	7	7	1	1.0	1	1	1	0.0
Neuse	0	0	0	0.0	0	0	0	0.0	1	1	1	0.0	3	3	1	1.0
New River	1	1	1	0.0	0	0	0	0.0	NR	NR	NR	NR	1	1	1	0.0
Onslow-Carteret	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0
OPC	0	0	0	0.0	0	0	0	0.0	1	1	1	0.0	0	0	0	0.0
Pathways	2	2	1	1.0	4	4	1	1.0	5	5	1	1.0	9	9	1	1.0
Piedmont	1	1	1	0.0	1	1	1	0.0	1	1	1	0.0	4	4	1	1.0
Pitt	5	5	1	1.0	2	2	1	1.0	2	2	1	1.0	3	3	1	1.0
Roanoke-Chowan	0	0	0	0.0	0	0	0	0.0	1	1	1	0.0	1	1	1	0.0
Sandhills	1	1	1	0.0	2	2	1	1.0	1	1	1	0.0	0	0	0	0.0
Smoky Mountain	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0
Southeastern Center	0	0	0	0.0	3	3	1	1.0	3	3	1	1.0	4	4	1	1.0
Southeastern Regional	3	3	1	1.0	3	3	1	1.0	4	4	1	1.0	6	6	1	1.0
Tideland	0	0	0	0.0	0	0	0	0.0	1	1	1	0.0	3	3	1	1.0
Wake	1	1	1	0.0	1	1	1	0.0	6	6	1	1.0	2	2	1	1.0
Western Highlands	1	1	1	0.0	0	0	0	0.0	1	1	1	0.0	0	0	0	0.0
Wilson-Greene-Edgecombe-Nash	2	2	1	1.0	2	2	1	1.0	1	1	1	0.0	2	1	2	0.0
<b>All LMEs Reporting</b>	<b>34</b>	<b>34</b>	<b>1</b>	<b>1.0</b>	<b>37</b>	<b>37</b>	<b>1</b>	<b>1.0</b>	<b>60</b>	<b>60</b>	<b>1</b>	<b>1.0</b>	<b>63</b>	<b>62</b>	<b>2</b>	<b>1.0</b>

**Table 24 - Unduplicated Count of Consumers with Level 2 and Level 3 Incidents Involving Injuries Due to Other Causes,  
Highest and Average Number of Incident Reports Per Consumer**

This table shows the total number of Level 2 and 3 incident reports involving injuries due to other causes filed by local providers in each catchment area, the unduplicated count of consumers involved, the highest number of incident reports for a single consumer, and the average number of incident reports for all other consumers for which an incident was reported.

Statewide, 265 incidents involving 246 consumers were reported this quarter. The highest number of incident reports for a single consumer this quarter was 3. The average number of incident reports for all other consumers for which an incident was reported was 1.1.

LME	Total Number of Level 2 and 3 Incident Reports Involving Injuries Due to Other Causes															
	1st Qtr				2nd Qtr				3rd Qtr				4th Qtr			
	Total Level 2 and 3 Incidents	Unduplicated Count of Consumers	Highest Number of Reports for a Single Consumer	Avg # of Incident Reports For All Other Consumers	Total Level 2 and 3 Incidents	Unduplicated Count of Consumers	Highest Number of Reports for a Single Consumer	Avg # of Incident Reports For All Other Consumers	Total Level 2 and 3 Incidents	Unduplicated Count of Consumers	Highest Number of Reports for a Single Consumer	Avg # of Incident Reports For All Other Consumers	Total Level 2 and 3 Incidents	Unduplicated Count of Consumers	Highest Number of Reports for a Single Consumer	Avg # of Incident Reports For All Other Consumers
Alamance-Caswell-Rockingham	14	14	1	1.0	11	11	1	1.0	7	7	1	1.0	2	2	1	1.0
Albemarle	4	4	1	1.0	1	1	1	0.0	0	0	0	0.0	5	3	2	1.5
Catawba	6	5	2	1.0	3	3	1	1.0	3	3	1	1.0	4	4	1	1.0
Centerpoint	3	3	1	1.0	4	4	1	1.0	2	2	1	1.0	3	3	1	1.0
Crossroads	19	18	2	1.0	22	19	3	1.1	13	13	1	1.0	10	10	1	1.0
Cumberland	23	19	2	1.2	27	21	2	1.3	23	21	2	1.1	13	11	3	1.0
Durham	1	1	1	0.0	11	11	1	1.0	7	7	1	1.0	8	7	2	1.0
Eastpointe	17	16	2	1.0	19	19	1	1.0	24	23	2	1.0	22	20	2	1.1
Five County	5	5	1	1.0	4	4	1	1.0	3	3	1	1.0	12	11	2	1.0
Foothills	21	20	2	1.0	11	11	1	1.0	14	12	2	1.1	11	11	1	1.0
Guilford	11	11	1	1.0	15	13	2	1.1	10	9	2	1.0	10	10	1	1.0
Johnston	1	1	1	0.0	3	3	1	1.0	0	0	0	0.0	2	2	1	1.0
Mecklenburg	24	24	1	1.0	15	12	2	1.2	21	17	2	1.2	20	20	1	1.0
Neuse	5	5	1	1.0	6	6	1	1.0	6	5	2	1.0	12	12	1	1.0
New River	2	1	1	0.0	1	1	1	0.0	NR	NR	NR	NR	2	2	1	1.0
Onslow-Carteret	0	0	0	0.0	2	2	1	1.0	0	0	0	0.0	2	2	1	1.0
OPC	3	3	1	1.0	0	0	0	0.0	1	1	1	0.0	2	2	1	1.0
Pathways	16	16	1	1.0	22	20	2	1.1	12	10	2	1.1	31	23	2	1.3
Piedmont	38	36	3	1.0	18	18	1	1.0	31	30	2	1.0	27	27	1	1.0
Pitt	5	5	1	1.0	3	3	1	1.0	3	3	1	1.0	3	3	1	1.0
Roanoke-Chowan	5	3	3	1.0	3	3	1	1.0	4	4	1	1.0	2	2	1	1.0
Sandhills	17	14	3	1.1	12	12	1	1.0	4	4	1	1.0	17	17	1	1.0
Smoky Mountain	3	3	1	1.0	2	2	1	1.0	2	2	1	1.0	0	0	0	0.0
Southeastern Center	27	17	4	1.4	7	7	1	1.0	6	6	1	1.0	6	6	1	1.0
Southeastern Regional	20	15	4	1.1	19	16	3	1.1	6	6	1	1.0	17	15	2	1.1
Tideland	2	2	1	1.0	4	4	1	1.0	6	6	1	1.0	4	4	1	1.0
Wake	5	5	1	1.0	3	3	1	1.0	3	3	1	1.0	3	3	1	1.0
Western Highlands	17	16	2	1.0	9	9	1	1.0	9	9	1	1.0	10	9	2	1.0
Wilson-Greene-Edgecombe-Nash	11	4	1	3.3	12	11	2	1.0	12	11	2	1.0	5	5	1	1.0
<b>All LMEs Reporting</b>	<b>325</b>	<b>286</b>	<b>4</b>	<b>1.1</b>	<b>269</b>	<b>249</b>	<b>3</b>	<b>1.1</b>	<b>232</b>	<b>217</b>	<b>2</b>	<b>1.1</b>	<b>265</b>	<b>246</b>	<b>3</b>	<b>1.1</b>

**Table 25 - Numbers of Level 2 Incidents Involving Consumer Injuries**

This table summarizes the numbers of reported Level 2 incidents involving injuries to consumers. Level 2 incidents include any injury that requires treatment by a licensed health professional (such as MD, RN, or LPN) beyond first aid, as defined by OSHA guidelines.

Statewide, there was a total of 672 Level 2 incidents involving injuries reported this quarter. This represents a slight increase from the prior quarter. Injuries due to aggressive behavior represented 12.8% of the reported injuries, self-injurious behavior represented 10.1%, trip or fall represented 29.9%, auto accident represented 8.9% and "other" injuries represented 38.2%.

	Number of Reported Level 2 Incidents Involving Consumer Injuries																							
LME	Total Reported Injuries				Aggressive Behavior				Self-Injurious Behavior				Trip or Fall				Auto Accident				Other			
	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr
Alamance-Caswell-Rockingham	23	16	18	14	0	1	2	5	1	0	4	0	1	4	5	7	7	0	0	0	14	11	7	2
Albemarle	17	2	15	18	11	0	8	3	0	1	4	2	2	0	2	6	0	0	1	2	4	1	0	5
Catawba	18	15	8	13	1	5	0	0	6	5	1	3	5	2	4	4	0	0	0	2	6	3	3	4
Centerpoint	13	15	11	11	2	4	1	1	3	1	4	2	5	6	4	4	0	0	0	1	3	4	2	3
Crossroads	31	39	42	28	1	5	11	6	2	9	4	3	7	3	13	9	2	0	1	0	19	22	13	10
Cumberland	47	53	51	33	3	6	7	5	10	4	5	5	10	12	3	7	1	4	13	3	23	27	23	13
Durham	8	18	14	28	1	2	2	7	2	0	0	1	4	4	3	7	0	1	2	6	1	11	7	7
Eastpointe	33	34	49	49	1	2	7	6	4	1	4	5	10	4	10	12	1	8	4	4	17	19	24	22
Five County	13	14	11	17	0	2	2	1	4	2	2	1	2	4	4	2	2	2	1	3	5	4	2	10
Foothills	30	23	26	19	4	3	0	2	2	0	0	0	3	9	11	6	0	0	1	0	21	11	14	11
Guilford	20	29	34	37	4	4	6	3	4	10	5	8	4	6	12	15	1	1	2	2	7	8	9	9
Johnston	3	8	3	6	0	1	0	2	0	0	0	0	1	4	3	2	1	0	0	0	1	3	0	2
Mecklenburg	56	32	52	44	5	2	5	5	10	3	6	5	15	9	13	13	2	3	7	1	24	15	21	20
Neuse	6	8	9	17	0	0	0	0	0	2	2	1	1	0	0	2	0	0	1	3	5	6	6	11
New River	6	8	NR	8	0	0	NR	0	0	0	NR	0	3	7	NR	5	1	0	NR	1	2	1	NR	2
Onslow-Carteret	4	4	7	2	2	1	4	0	0	0	2	0	2	1	1	0	0	0	0	0	0	2	0	2
OPC	10	1	4	4	0	0	0	0	1	0	0	0	6	1	3	3	0	0	1	0	3	0	0	1
Pathways	26	42	50	73	1	3	8	10	4	3	5	10	3	10	20	15	2	4	5	7	16	22	12	31
Piedmont	65	48	65	64	6	10	9	11	4	5	5	4	16	14	19	18	1	1	1	4	38	18	31	27
Pitt	15	13	13	15	0	2	2	3	0	2	2	3	5	4	4	3	5	2	2	3	5	3	3	3
Roanoke-Chowan	6	13	7	7	0	4	1	0	0	0	0	2	1	6	1	2	0	0	1	1	5	3	4	2
Sandhills	38	43	29	35	3	10	9	2	1	4	1	1	16	16	14	17	1	2	1	0	17	11	4	15
Smoky Mountain	7	6	6	3	1	0	0	0	0	1	0	0	3	3	4	3	0	0	0	0	3	2	2	0
Southeastern Center	45	25	29	29	4	5	3	1	6	2	6	3	8	8	11	15	0	3	3	4	27	7	6	6
Southeastern Regional	45	31	12	37	15	6	2	6	2	2	0	3	5	1	0	5	3	3	4	6	20	19	6	17
Tideland	6	11	13	10	0	2	1	0	1	1	2	1	3	4	3	2	0	0	1	3	2	4	6	4
Wake	14	12	17	7	1	2	1	0	1	1	1	0	6	5	7	2	1	1	6	2	5	3	2	3
Western Highlands	34	24	23	23	4	5	7	2	3	1	2	3	9	9	5	8	1	0	1	0	17	9	8	10
Wilson-Greene-Edgecombe-Nash	25	23	31	21	2	4	10	5	1	1	1	2	9	4	7	7	2	2	1	2	11	12	12	5
All LMEs Reporting	664	610	649	672	72	91	108	86	72	61	68	68	165	160	186	201	34	37	60	60	321	261	227	257
Percent of Total	100.0%	100.0%	100.0%	100.0%	10.8%	14.9%	16.6%	12.8%	10.8%	10.0%	10.5%	10.1%	24.8%	26.2%	28.7%	29.9%	5.1%	6.1%	9.2%	8.9%	48.3%	42.8%	35.0%	38.2%

**Table 26 - Rate of Reported Level 2 Incidents Involving Consumer Injuries Per 1,000 Active Consumers**

This table summarizes the rate of reported Level 2 incidents involving injuries to consumers per 1,000 active consumers<sup>1</sup>. Level 2 incidents include any injury that requires treatment by a licensed health professional (such as MD, RN, or LPN) beyond first aid, as defined by OSHA guidelines. Evaluating rates offer a better comparison measure than the actual numbers due to variation in the size of LMEs and the number of consumers served.

Statewide, the average rate of Level 2 incidents for all injuries reported this quarter was 2.68 per 1,000 active consumers. This represents a slight increase from the prior quarter's rate.

Rate of Reported Level 2 Incidents Involving Consumer Injuries Per 1,000 Active Consumers																								
LME	Total Reported Injuries				Aggressive Behavior				Self-Injurious Behavior				Trip or Fall				Auto Accident				Other			
	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr
Alamance-Caswell-Rockingham	2.11	1.40	1.51	1.14	0.00	0.09	0.17	0.41	0.09	0.00	0.34	0.00	0.09	0.35	0.42	0.57	0.64	0.00	0.00	0.00	1.28	0.96	0.59	0.16
Albemarle	5.70	0.64	4.65	5.45	3.69	0.00	2.48	0.91	0.00	0.32	1.24	0.61	0.67	0.00	0.62	1.82	0.00	0.00	0.31	0.61	1.34	0.32	0.00	1.52
Catawba	5.71	4.47	2.26	3.63	0.32	1.49	0.00	0.00	1.90	1.49	0.28	0.84	1.59	0.60	1.13	1.12	0.00	0.00	0.00	0.56	1.90	0.89	0.85	1.12
Centerpoint	1.37	1.58	1.11	1.07	0.21	0.42	0.10	0.10	0.32	0.11	0.40	0.20	0.53	0.63	0.40	0.39	0.00	0.00	0.00	0.10	0.32	0.42	0.20	0.29
Crossroads	3.24	5.29	5.77	3.99	0.10	0.68	1.51	0.85	0.21	1.22	0.55	0.43	0.73	0.41	1.79	1.28	0.21	0.00	0.14	0.00	1.99	2.99	1.79	1.42
Cumberland	8.04	9.28	8.68	5.58	0.51	1.05	1.19	0.84	1.71	0.70	0.85	0.84	1.71	2.10	0.51	1.18	0.17	0.70	2.21	0.51	3.94	4.73	3.92	2.20
Durham	1.62	3.40	2.45	4.57	0.20	0.38	0.35	1.14	0.41	0.00	0.00	0.16	0.81	0.76	0.52	1.14	0.00	0.19	0.35	0.98	0.20	2.08	1.22	1.14
Eastpointe	3.94	4.21	5.86	5.42	0.12	0.25	0.84	0.66	0.48	0.12	0.48	0.55	1.19	0.50	1.20	1.33	0.12	0.99	0.48	0.44	2.03	2.35	2.87	2.43
Five County	1.56	1.65	1.26	1.88	0.00	0.24	0.23	0.11	0.48	0.24	0.23	0.11	0.24	0.47	0.46	0.22	0.24	0.24	0.11	0.33	0.60	0.47	0.23	1.11
Foothills	4.10	4.29	4.55	3.15	0.55	0.56	0.00	0.33	0.27	0.00	0.00	0.00	0.41	1.68	1.93	0.99	0.00	0.00	0.18	0.00	2.87	2.05	2.45	1.82
Guilford	2.25	3.15	3.66	3.86	0.45	0.43	0.65	0.31	0.45	1.09	0.54	0.83	0.45	0.65	1.29	1.56	0.11	0.11	0.22	0.21	0.79	0.87	0.97	0.94
Johnston	1.04	2.81	1.00	1.94	0.00	0.35	0.00	0.65	0.00	0.00	0.00	0.00	0.35	1.41	1.00	0.65	0.35	0.00	0.00	0.00	0.35	1.05	0.00	0.65
Mecklenburg	2.63	1.58	2.49	2.04	0.23	0.10	0.24	0.23	0.47	0.15	0.29	0.23	0.70	0.44	0.62	0.60	0.09	0.15	0.34	0.05	1.13	0.74	1.01	0.93
Neuse	2.01	1.22	1.28	2.27	0.00	0.00	0.00	0.00	0.00	0.30	0.28	0.13	0.33	0.00	0.00	0.27	0.00	0.00	0.14	0.40	1.67	0.91	0.85	1.47
New River	1.70	2.33	NR	1.91	0.00	0.00	NR	0.00	0.00	0.00	NR	0.00	0.85	2.04	NR	1.19	0.28	0.00	NR	0.24	0.57	0.29	NR	0.48
Onslow-Carteret	0.74	0.64	1.00	0.26	0.37	0.16	0.57	0.00	0.00	0.00	0.29	0.00	0.37	0.16	0.14	0.00	0.00	0.00	0.00	0.00	0.00	0.32	0.00	0.26
OPC	1.85	0.21	0.84	0.83	0.00	0.00	0.00	0.00	0.18	0.00	0.00	0.00	1.11	0.21	0.63	0.63	0.00	0.00	0.21	0.00	0.55	0.00	0.00	0.21
Pathways	2.61	4.18	5.25	7.40	0.10	0.30	0.84	1.01	0.40	0.30	0.52	1.01	0.30	0.99	2.10	1.52	0.20	0.40	0.52	0.71	1.61	2.19	1.26	3.14
Piedmont	2.17	1.43	1.85	2.25	0.20	0.30	0.26	0.39	0.13	0.15	0.14	0.14	0.53	0.42	0.54	0.63	0.03	0.03	0.03	0.14	1.27	0.54	0.88	0.95
Pitt	2.26	4.17	4.19	14.40	0.00	0.64	0.65	2.88	0.00	0.64	0.65	2.88	0.75	1.28	1.29	2.88	0.75	0.64	0.65	2.88	0.75	0.96	0.97	2.88
Roanoke-Chowan	1.61	3.69	1.88	1.84	0.00	1.14	0.27	0.00	0.00	0.00	0.00	0.52	0.27	1.70	0.27	0.52	0.00	0.00	0.27	0.26	1.34	0.85	1.08	0.52
Sandhills	2.99	3.51	2.23	2.58	0.24	0.82	0.69	0.15	0.08	0.33	0.08	0.07	1.26	1.31	1.08	1.26	0.08	0.16	0.08	0.00	1.34	0.90	0.31	1.11
Smoky Mountain	0.74	0.59	0.56	0.28	0.11	0.00	0.00	0.00	0.00	0.10	0.00	0.00	0.32	0.29	0.37	0.28	0.00	0.00	0.00	0.00	0.32	0.20	0.19	0.00
Southeastern Center	6.99	3.62	3.89	3.61	0.62	0.72	0.40	0.12	0.93	0.29	0.80	0.37	1.24	1.16	1.47	1.87	0.00	0.43	0.40	0.50	4.20	1.01	0.80	0.75
Southeastern Regional	4.72	3.07	1.14	3.35	1.57	0.59	0.19	0.54	0.21	0.20	0.00	0.27	0.52	0.10	0.00	0.45	0.31	0.30	0.38	0.54	2.10	1.88	0.57	1.54
Tideland	0.91	1.67	1.96	1.50	0.00	0.30	0.15	0.00	0.15	0.15	0.30	0.15	0.46	0.61	0.45	0.30	0.00	0.00	0.15	0.45	0.30	0.61	0.90	0.60
Wake	0.94	0.85	1.14	0.45	0.07	0.14	0.07	0.00	0.07	0.07	0.07	0.00	0.40	0.35	0.47	0.13	0.07	0.07	0.40	0.13	0.34	0.21	0.13	0.19
Western Highlands	2.59	2.84	3.42	3.16	0.31	0.59	1.04	0.27	0.23	0.12	0.30	0.41	0.69	1.06	0.74	1.10	0.08	0.00	0.15	0.00	1.30	1.06	1.19	1.37
Wilson-Greene-Edgecombe-Nash	5.28	5.90	7.76	5.14	0.42	1.03	2.50	1.22	0.21	0.26	0.25	0.49	1.90	1.03	1.75	1.71	0.42	0.51	0.25	0.49	2.32	3.08	3.00	1.22
<b>All LMEs Reporting</b>	<b>2.67</b>	<b>2.50</b>	<b>2.58</b>	<b>2.68</b>	<b>0.29</b>	<b>0.37</b>	<b>0.43</b>	<b>0.34</b>	<b>0.29</b>	<b>0.25</b>	<b>0.27</b>	<b>0.27</b>	<b>0.66</b>	<b>0.66</b>	<b>0.74</b>	<b>0.80</b>	<b>0.14</b>	<b>0.15</b>	<b>0.24</b>	<b>0.24</b>	<b>1.29</b>	<b>1.07</b>	<b>0.90</b>	<b>1.02</b>
Minimum	0.74	0.21	0.56	0.26	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.09	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Median	2.25	2.84	2.25	2.58	0.20	0.35	0.26	0.27	0.21	0.15	0.29	0.20	0.53	0.61	0.62	0.99	0.08	0.00	0.19	0.24	1.28	0.90	0.87	1.11
Maximum	8.04	9.28	8.68	14.40	3.69	1.49	2.50	2.88	1.90	1.49	1.24	2.88	1.90	2.10	2.10	2.88	0.75	0.99	2.21	2.88	4.20	4.73	3.92	3.14

1. Active consumers are the average monthly active caseload for the quarter and is calculated by performing a distinct count of clients in the Client Services Data Warehouse with a status code of "active" each month and averaging the three months.

**Table 27 - Numbers of Level 3 Incidents Involving Consumer Injuries**

This table summarizes the numbers of reported Level 3 incidents involving injuries to consumers. Level 3 incidents include any injury that results in permanent physical or psychological impairment.

Statewide, there were 12 Level 3 incidents involving injuries that were reported this quarter. One injury was due to aggressive behavior, three injuries were due to auto accident, and eight injuries were categorized as "other".

LME	Number of Reported Level 3 Incidents Involving Consumer Injuries																							
	Total Reported Injuries				Aggressive Behavior				Self-Injurious Behavior				Trip or Fall				Auto Accident				Other			
	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr
Alamance-Caswell-Rockingham	0	0	0	1	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Albemarle	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Catawba	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Centerpoint	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Crossroads	1	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Cumberland	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Durham	0	1	0	1	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	1
Eastpointe	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0
Five County	0	0	1	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	2	0
Foothills	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Guilford	4	7	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	4	7	1	1
Johnston	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Mecklenburg	1	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Neuse	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
New River	0	0	NR	0	0	0	NR	0	0	0	NR	0	0	0	NR	0	0	0	NR	0	0	0	NR	0
Onslow-Carteret	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
OPC	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1
Pathways	0	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0	0	0	0
Piedmont	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Pitt	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Roanoke-Chowan	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Sandhills	2	1	0	2	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	2
Smoky Mountain	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Southeastern Center	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Southeastern Regional	1	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Tideland	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Wake	0	0	2	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	1	0
Western Highlands	2	0	2	0	0	0	1	0	0	0	0	0	2	0	0	0	0	0	0	0	0	0	1	0
Wilson-Greene-Edgecombe-Nash	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>All LMEs Reporting</b>	<b>11</b>	<b>9</b>	<b>7</b>	<b>12</b>	<b>5</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>3</b>	<b>4</b>	<b>8</b>	<b>5</b>	<b>8</b>
<b>Percent of Total</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>45.5%</b>	<b>0.0%</b>	<b>14.3%</b>	<b>8.3%</b>	<b>0.0%</b>	<b>0.0%</b>	<b>0.0%</b>	<b>0.0%</b>	<b>18.2%</b>	<b>11.1%</b>	<b>14.3%</b>	<b>0.0%</b>	<b>0.0%</b>	<b>0.0%</b>	<b>0.0%</b>	<b>25.0%</b>	<b>36.4%</b>	<b>88.9%</b>	<b>71.4%</b>	<b>66.7%</b>

**Table 28 - Rate of Reported Level 3 Incidents Involving Consumer Injuries Per 1,000 Active Consumers**

This table summarizes the rate of reported Level 3 incidents involving injuries to consumers per 1,000 active consumers<sup>1</sup>. Level 3 incidents include any injury that results in permanent physical or psychological impairment. Evaluating rates offer a better comparison measure than the actual numbers due to variation in the size of LMEs and the number of consumers served.

Statewide, there were 12 Level 3 incidents involving injuries reported this quarter. The average rate of Level 3 incidents for injuries reported this quarter was 0.05 per 1,000 active consumers.

	Rate of Reported Level 3 Incidents Involving Consumer Injuries Per 1,000 Active Consumers																							
LME	Total Reported Injuries				Aggressive Behavior				Self-Injurious Behavior				Trip or Fall				Auto Accident				Other			
	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr
Alamance-Caswell-Rockingham	0.00	0.00	0.00	0.08	0.00	0.00	0.00	0.08	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Albemarle	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Catawba	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Centerpoint	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Crossroads	0.10	0.00	0.00	0.00	0.10	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Cumberland	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Durham	0.00	0.19	0.00	0.16	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.19	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.16
Eastpointe	0.00	0.00	0.00	0.11	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.11	0.00	0.00	0.00	0.00
Five County	0.00	0.00	0.11	0.22	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.11	0.22
Foothills	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Guilford	0.45	0.76	0.11	0.10	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.45	0.76	0.11	0.10
Johnston	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Mecklenburg	0.05	0.00	0.00	0.00	0.05	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Neuse	0.00	0.00	0.00	0.13	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.13
New River	0.00	0.00	NR	0.00	0.00	0.00	NR	0.00	0.00	0.00	NR	0.00	0.00	0.00	NR	0.00	0.00	0.00	NR	0.00	0.00	0.00	NR	0.00
Onslow-Carteret	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
OPC	0.00	0.00	0.21	0.21	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.21	0.21
Pathways	0.00	0.00	0.00	0.20	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.20	0.00	0.00	0.00	0.00
Piedmont	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Pitt	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Roanoke-Chowan	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Sandhills	0.16	0.08	0.00	0.15	0.16	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.08	0.00	0.15
Smoky Mountain	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Southeastern Center	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Southeastern Regional	0.10	0.00	0.00	0.00	0.10	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Tideland	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Wake	0.00	0.00	0.13	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.07	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.07	0.00
Western Highlands	0.15	0.00	0.30	0.00	0.00	0.00	0.15	0.00	0.00	0.00	0.00	0.00	0.15	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.15	0.00	0.00
Wilson-Greene-Edgecombe-Nash	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
All LMEs Reporting	0.04	0.04	0.03	0.05	0.02	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.01	0.00	0.00	0.00	0.00	0.00	0.00	0.01	0.02	0.03	0.02	0.03
Minimum	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Median	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Maximum	0.45	0.76	0.30	0.22	0.16	0.00	0.15	0.08	0.00	0.00	0.00	0.00	0.15	0.19	0.07	0.00	0.00	0.00	0.00	0.20	0.45	0.76	0.21	0.22

1. Active consumers are the average monthly active caseload for the quarter and is calculated by performing a distinct count of clients in the Client Services Data Warehouse with a status code of "active" each month and averaging the three months.



**Table 29 - Total Numbers of Level 2 and Level 3 Incidents Involving Reported Allegations of Abuse, Neglect or Exploitation of Consumers**

This table summarizes the total numbers of Level 2 and Level 3 incidents involving reported allegations of abuse, neglect, or exploitation of consumers. Level 2 incidents include any allegation of abuse, neglect or exploitation of a consumer by staff or other adult, including inappropriate touching or sexual behavior. Level 3 incidents include any allegation of abuse, neglect or exploitation of a consumer that involves permanent physical or psychological impairment, or arrest.

This quarter there was an unduplicated total of 382 Level 2 and 3 incidents involving allegations of abuse, neglect, or exploitation. This is about the same as the number reported last quarter. Two-thirds (69.1%) of the reported incidents this quarter involved allegations of abuse, 29.8% of the reported incidents involved allegations of neglect, and 7.3% of the reported incidents involved allegations of exploitation.

LME	Total Level 2 and Level 3 Incidents Involving Reported Allegations of Abuse, Neglect, or Exploitation															
	Total Reported Allegations (Unduplicated) <sup>1</sup>				Alleged Abuse				Alleged Neglect				Alleged Exploitation			
	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr
Alamance-Caswell-Rockingham	4	7	5	7	2	5	4	4	2	2	1	1	0	0	0	2
Albemarle	2	6	0	0	1	4	0	0	1	2	0	0	0	0	0	0
Catawba	1	9	2	5	0	8	1	3	1	1	1	1	0	0	0	1
Centerpoint	0	0	19	23	0	0	10	15	0	0	8	7	0	0	1	1
Crossroads	21	18	13	16	15	16	13	10	4	4	0	4	2	1	0	2
Cumberland	28	27	34	29	16	13	29	18	6	8	3	8	6	8	2	4
Durham	10	13	14	11	7	9	12	6	0	3	1	4	3	1	1	1
Eastpointe	10	15	13	15	9	9	9	11	1	6	2	3	0	6	2	1
Five County	5	4	8	7	3	3	8	6	2	0	0	1	0	1	0	0
Foothills	9	15	12	16	7	11	9	11	1	2	3	2	1	2	0	3
Guilford	12	13	9	26	7	12	6	16	5	1	4	10	2	0	0	0
Johnston	3	0	3	3	3	0	3	2	0	0	0	1	0	0	0	0
Mecklenburg	36	20	29	15	29	15	24	12	7	3	5	3	0	2	0	0
Neuse	11	16	6	7	7	8	4	4	4	7	2	3	0	1	0	0
New River	4	9	NR	4	3	3	NR	0	1	6	NR	3	0	0	NR	1
Onslow-Carteret	0	2	0	2	0	2	0	2	0	0	0	0	0	0	0	0
OPC	3	1	2	1	2	1	1	0	1	0	1	1	0	0	0	0
Pathways	20	30	19	33	19	19	13	30	1	10	5	9	0	1	1	5
Piedmont	49	24	52	50	28	14	37	35	15	8	15	15	6	2	0	0
Pitt	3	4	4	1	3	4	4	0	0	0	0	0	0	1	1	1
Roanoke-Chowan	4	6	10	11	2	6	7	11	2	0	3	0	0	0	0	0
Sandhills	39	64	42	25	19	32	32	18	19	31	9	7	1	1	1	0
Smoky Mountain	5	3	4	4	4	3	3	1	1	0	1	3	1	0	0	0
Southeastern Center	10	16	22	14	7	13	14	3	2	3	6	9	2	0	2	3
Southeastern Regional	9	8	2	12	9	6	2	10	0	2	0	2	0	0	0	0
Tideland	5	7	5	4	1	4	4	4	3	3	1	0	1	0	0	0
Wake	13	5	20	7	10	3	14	4	2	2	6	3	1	0	0	0
Western Highlands	13	11	31	30	8	7	23	24	5	4	7	14	2	2	2	3
Wilson-Greene-Edgecombe-Nash	2	9	4	4	2	9	2	4	0	0	1	0	0	0	1	0
<b>All LMEs Reporting</b>	<b>331</b>	<b>362</b>	<b>384</b>	<b>382</b>	<b>223</b>	<b>239</b>	<b>288</b>	<b>264</b>	<b>86</b>	<b>108</b>	<b>85</b>	<b>114</b>	<b>28</b>	<b>29</b>	<b>14</b>	<b>28</b>
<b>Percent of Total</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>67.4%</b>	<b>66.0%</b>	<b>75.0%</b>	<b>69.1%</b>	<b>26.0%</b>	<b>29.8%</b>	<b>22.1%</b>	<b>29.8%</b>	<b>8.5%</b>	<b>8.0%</b>	<b>3.6%</b>	<b>7.3%</b>

1. Total Unduplicated Count is the number of incident reports received. This number may be less than the sum of alleged abuse, neglect, and exploitation incidents if more than one type of allegation is reported on a single incident report.

**Table 30 - Rates of Reported Level 2 and Level 3 (Total) Incidents Involving Allegations of Abuse, Neglect, or Exploitation per 1,000 Active Consumers**

This table summarizes the rates of reported Level 2 and Level 3 (total) incidents involving allegations of abuse, neglect, or exploitation per 1,000 active consumers<sup>1</sup>. Level 2 incidents include any allegation of abuse, neglect or exploitation of a consumer by staff or other adult, including inappropriate touching or sexual behavior. Level 3 incidents include any allegation of abuse, neglect or exploitation of a consumer that involves permanent physical or psychological impairment, or arrest. Evaluating rates offer a better comparison measure than the actual numbers due to variation in the size of LMEs and the number of consumers served.

The average rate of reported Level 2 and Level 3 incidents involving allegations of abuse, neglect, or exploitation statewide was 1.52 per 1,000 active consumers this quarter which is about the same as last quarter's rate. The variation in rates by area program may be more reflective of differences in reporting.

LME	Rate of Reported Level 2 and Level 3 Incidents Involving Allegations of Abuse, Neglect, or Exploitation Per 1,000 Active Consumers															
	Total Reported Allegations (Unduplicated) <sup>2</sup>				Alleged Abuse				Alleged Neglect				Alleged Exploitation			
	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr
Alamance-Caswell-Rockingham	0.37	0.61	0.42	0.57	0.18	0.44	0.34	0.33	0.18	0.18	0.08	0.08	0.00	0.00	0.00	0.16
Albemarle	0.67	1.91	0.00	0.00	0.34	1.28	0.00	0.00	0.34	0.64	0.00	0.00	0.00	0.00	0.00	0.00
Catawba	0.32	2.68	0.57	1.40	0.00	2.38	0.28	0.84	0.32	0.30	0.28	0.28	0.00	0.00	0.00	0.28
Centerpoint	0.00	0.00	1.92	2.24	0.00	0.00	1.01	1.46	0.00	0.00	0.81	0.68	0.00	0.00	0.10	0.10
Crossroads	2.20	2.44	1.79	2.28	1.57	2.17	1.79	1.42	0.42	0.54	0.00	0.57	0.21	0.14	0.00	0.28
Cumberland	4.79	4.73	5.79	4.90	2.74	2.28	4.94	3.04	1.03	1.40	0.51	1.35	1.03	1.40	0.34	0.68
Durham	2.03	2.46	2.45	1.80	1.42	1.70	2.10	0.98	0.00	0.57	0.17	0.65	0.61	0.19	0.17	0.16
Eastpointe	1.19	1.86	1.55	1.66	1.07	1.12	1.08	1.22	0.12	0.74	0.24	0.33	0.00	0.74	0.24	0.11
Five County	0.60	0.47	0.92	0.77	0.36	0.35	0.92	0.66	0.24	0.00	0.00	0.11	0.00	0.12	0.00	0.00
Foothills	1.23	2.80	2.10	2.65	0.96	2.05	1.58	1.82	0.14	0.37	0.53	0.33	0.14	0.37	0.00	0.50
Guilford	1.35	1.41	0.97	2.71	0.79	1.30	0.65	1.67	0.56	0.11	0.43	1.04	0.22	0.00	0.00	0.00
Johnston	1.04	0.00	1.00	0.97	1.04	0.00	1.00	0.65	0.00	0.00	0.00	0.32	0.00	0.00	0.00	0.00
Mecklenburg	1.69	0.99	1.39	0.69	1.36	0.74	1.15	0.56	0.33	0.15	0.24	0.14	0.00	0.10	0.00	0.00
Neuse	3.68	2.44	0.85	0.93	2.34	1.22	0.57	0.53	1.34	1.07	0.28	0.40	0.00	0.15	0.00	0.00
New River	1.14	2.62	NR	0.95	0.85	0.87	NR	0.00	0.28	1.75	NR	0.71	0.00	0.00	NR	0.24
Onslow-Carteret	0.00	0.32	0.00	0.26	0.00	0.32	0.00	0.26	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
OPC	0.55	0.21	0.42	0.21	0.37	0.21	0.21	0.00	0.18	0.00	0.21	0.21	0.00	0.00	0.00	0.00
Pathways	2.01	2.98	1.99	3.35	1.91	1.89	1.36	3.04	0.10	0.99	0.52	0.91	0.00	0.10	0.10	0.51
Piedmont	1.64	0.72	1.48	1.76	0.94	0.42	1.05	1.23	0.50	0.24	0.43	0.53	0.20	0.06	0.00	0.00
Pitt	0.45	1.28	1.29	0.96	0.45	1.28	1.29	0.00	0.00	0.00	0.00	0.00	0.00	0.32	0.32	0.96
Roanoke-Chowan	1.07	1.70	2.69	2.89	0.54	1.70	1.88	2.89	0.54	0.00	0.81	0.00	0.00	0.00	0.00	0.00
Sandhills	3.07	5.23	3.23	1.85	1.50	2.61	2.46	1.33	1.50	2.53	0.69	0.52	0.08	0.08	0.08	0.00
Smoky Mountain	0.53	0.29	0.37	0.37	0.42	0.29	0.28	0.09	0.11	0.00	0.09	0.28	0.11	0.00	0.00	0.00
Southeastern Center	1.55	2.32	2.95	1.74	1.09	1.88	1.88	0.37	0.31	0.43	0.80	1.12	0.31	0.00	0.27	0.37
Southeastern Regional	0.94	0.79	0.19	1.09	0.94	0.59	0.19	0.91	0.00	0.20	0.00	0.18	0.00	0.00	0.00	0.00
Tideland	0.76	1.06	0.75	0.60	0.15	0.61	0.60	0.60	0.46	0.46	0.15	0.00	0.15	0.00	0.00	0.00
Wake	0.88	0.35	1.34	0.45	0.67	0.21	0.94	0.26	0.13	0.14	0.40	0.19	0.07	0.00	0.00	0.00
Western Highlands	0.99	1.30	4.62	4.12	0.61	0.83	3.42	3.30	0.38	0.47	1.04	1.92	0.15	0.24	0.30	0.41
Wilson-Greene-Edgecombe-Nash	0.42	2.31	1.00	0.98	0.42	2.31	0.50	0.98	0.00	0.00	0.25	0.00	0.00	0.00	0.25	0.00
<b>All LMEs Reporting</b>	<b>1.33</b>	<b>1.49</b>	<b>1.53</b>	<b>1.52</b>	<b>0.90</b>	<b>0.98</b>	<b>1.15</b>	<b>1.05</b>	<b>0.35</b>	<b>0.44</b>	<b>0.34</b>	<b>0.45</b>	<b>0.11</b>	<b>0.12</b>	<b>0.06</b>	<b>0.11</b>
Minimum	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Median	1.04	1.41	1.31	1.09	0.79	1.12	1.00	0.84	0.24	0.24	0.24	0.32	0.00	0.00	0.00	0.00
Maximum	4.79	5.23	5.79	4.90	2.74	2.61	4.94	3.30	1.50	2.53	1.04	1.92	1.03	1.40	0.34	0.96

1. Active consumers are the average monthly active caseload for the quarter and is calculated by performing a distinct count of clients in the Client Services Data Warehouse with a status code of "active" each month and averaging the three months.

2. Total Unduplicated Count is the number of incident reports received. This number may be less than the sum of alleged abuse, neglect, and exploitation incidents if more than one type of allegation is reported on a single incident report.

**Table 31 - Unduplicated Count of Consumers with Level 2 and Level 3 Incidents Involving Allegations of Abuse, Neglect, and Exploitation, Highest and Average Number of Incident Reports Per Consumer**

This table shows the total number of Level 2 and 3 incident reports involving allegations of abuse, neglect, and exploitation filed by local providers in each catchment area, the unduplicated count of consumers involved, the highest number of incident reports for a single consumer, and the average number of incident reports for all other consumers for which an incident was reported.

Statewide, 382 incidents involving 366 consumers were reported this quarter. The highest number of incident reports for a single consumer this quarter was 2. The average number of incident reports for all other consumers for which an incident was reported was 1.0.

LME	Total Number of Level 2 and 3 Incident Reports Involving Allegations of Abuse, Neglect, and Exploitation															
	1st Qtr				2nd Qtr				3rd Qtr				4th Qtr			
	Total Level 2 and 3 Incidents	Unduplicated Count of Consumers	Highest Number of Reports for a Single Consumer	Avg # of Incident Reports For All Other Consumers	Total Level 2 and 3 Incidents	Unduplicated Count of Consumers	Highest Number of Reports for a Single Consumer	Avg # of Incident Reports For All Other Consumers	Total Level 2 and 3 Incidents	Unduplicated Count of Consumers	Highest Number of Reports for a Single Consumer	Avg # of Incident Reports For All Other Consumers	Total Level 2 and 3 Incidents	Unduplicated Count of Consumers	Highest Number of Reports for a Single Consumer	Avg # of Incident Reports For All Other Consumers
Alamance-Caswell-Rockingham	4	4	1	1.0	7	7	1	1.0	5	5	1	1.0	7	7	1	1.0
Albemarle	2	2	1	1.0	6	5	2	1.0	0	0	0	0.0	0	0	0	0.0
Catawba	1	1	1	0.0	9	9	1	1.0	2	2	1	1.0	5	5	1	1.0
Centerpoint	0	0	0	0.0	0	0	0	0.0	19	19	1	1.0	23	21	2	1.1
Crossroads	21	18	3	1.1	18	17	2	1.0	13	13	1	1.0	16	15	2	1.0
Cumberland	28	26	3	1.0	27	27	2	1.0	34	28	2	1.2	29	29	1	1.0
Durham	10	10	1	1.0	13	13	1	1.0	14	14	1	1.0	11	11	1	1.0
Eastpointe	10	8	2	1.1	15	15	1	1.0	13	13	1	1.0	15	15	1	1.0
Five County	5	5	1	1.0	4	4	1	1.0	8	8	1	1.0	7	7	1	1.0
Foothills	9	9	1	1.0	15	15	1	1.0	12	12	1	1.0	16	16	1	1.0
Guilford	12	11	2	1.0	13	12	2	1.0	9	8	2	1.0	26	22	2	1.1
Johnston	3	3	1	1.0	0	0	0	0.0	3	3	1	1.0	3	3	1	1.0
Mecklenburg	36	36	1	1.0	20	19	2	1.0	29	28	2	1.0	15	15	1	1.0
Neuse	11	11	1	1.0	16	16	1	1.0	6	5	2	1.0	7	7	1	1.0
New River	4	1	1	0.0	9	6	2	1.4	NR	NR	NR	NR	4	4	1	1.0
Onslow-Carteret	0	0	0	0.0	2	2	1	1.0	0	0	0	0.0	2	2	1	1.0
OPC	3	3	1	1.0	1	1	1	0.0	2	2	1	1.0	1	1	1	0.0
Pathways	20	19	2	1.0	30	25	2	1.2	19	19	1	1.0	33	31	2	1.0
Piedmont	49	47	2	1.0	24	21	2	1.1	52	48	3	1.0	50	47	2	1.0
Pitt	3	3	1	1.0	4	3	2	1.0	4	3	2	1.0	1	1	1	0.0
Roanoke-Chowan	4	4	1	1.0	6	6	1	1.0	10	10	1	1.0	11	10	2	1.0
Sandhills	39	34	2	1.1	64	56	2	1.1	42	37	2	1.1	25	22	2	1.1
Smoky Mountain	5	5	1	1.0	3	3	1	1.0	4	4	1	1.0	4	4	1	1.0
Southeastern Center	10	10	1	1.0	16	16	1	1.0	22	20	2	1.1	14	14	1	1.0
Southeastern Regional	9	9	1	1.0	8	8	1	1.0	2	2	1	1.0	12	12	1	1.0
Tideland	5	5	1	1.0	7	7	1	1.0	5	5	1	1.0	4	4	1	1.0
Wake	13	12	2	1.0	5	5	1	1.0	20	20	1	1.0	7	7	1	1.0
Western Highlands	13	12	2	1.0	11	11	1	1.0	31	30	2	1.0	30	30	1	1.0
Wilson-Greene-Edgecombe-Nash	2	2	1	1.0	9	7	2	1.2	4	4	1	1.0	4	4	1	1.0
<b>All LMEs Reporting</b>	<b>331</b>	<b>310</b>	<b>3</b>	<b>1.1</b>	<b>362</b>	<b>336</b>	<b>2</b>	<b>1.1</b>	<b>384</b>	<b>362</b>	<b>3</b>	<b>1.1</b>	<b>382</b>	<b>366</b>	<b>2</b>	<b>1.0</b>

**Table 32 - Numbers of Level 2 Incidents Involving Reported Allegations of Abuse, Neglect or Exploitation of Consumers**

This table summarizes the numbers of Level 2 incidents involving reported allegations of abuse, neglect, or exploitation of consumers. Level 2 incidents include any allegation of abuse, neglect or exploitation of a consumer by staff or other adult, including inappropriate touching or sexual behavior.

There were 375 Level 2 incident reports involving allegations of abuse, neglect, or exploitation that were submitted this quarter. Two-thirds (68.5%) of the reported incidents involved allegations of abuse, 30.4% of the reported incidents involved allegations of neglect, and 7.5% of the reported incidents involved allegations of exploitation.

LME	Level 2 Incidents Involving Reported Allegations of Abuse, Neglect, or Exploitation															
	Total Reported Allegations (Unduplicated)*				Alleged Abuse				Alleged Neglect				Alleged Exploitation			
	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr
Alamance-Caswell-Rockingham	4	7	5	7	2	5	4	4	2	2	1	1	0	0	0	2
Albemarle	2	6	0	0	1	4	0	0	1	2	0	0	0	0	0	0
Catawba	1	9	2	4	0	8	1	2	1	1	1	1	0	0	0	1
Centerpoint	0	0	19	23	0	0	10	15	0	0	8	7	0	0	1	1
Crossroads	21	18	13	16	15	16	13	10	4	4	0	4	2	1	0	2
Cumberland	28	27	34	29	16	13	29	18	6	8	3	8	6	8	2	4
Durham	9	11	14	11	7	7	12	6	0	3	1	4	2	1	1	1
Eastpointe	8	14	13	15	7	8	9	11	1	6	2	3	0	5	2	1
Five County	5	4	8	5	3	3	8	4	2	0	0	1	0	1	0	0
Foothills	9	15	12	16	7	11	9	11	1	2	3	2	1	2	0	3
Guilford	10	12	9	26	5	11	6	16	5	1	4	10	1	0	0	0
Johnston	3	0	2	3	3	0	2	2	0	0	0	1	0	0	0	0
Mecklenburg	35	20	27	14	28	15	24	11	7	3	3	3	0	2	0	0
Neuse	11	14	6	6	7	6	4	3	4	7	2	3	0	1	0	0
New River	3	9	NR	4	2	3	NR	0	1	6	NR	3	0	0	NR	1
Onslow-Carteret	0	2	0	2	0	2	0	2	0	0	0	0	0	0	0	0
OPC	3	1	2	1	2	1	1	0	1	0	1	1	0	0	0	0
Pathways	18	29	19	33	17	18	13	30	1	10	5	9	0	1	1	5
Piedmont	49	24	50	50	28	14	35	35	15	8	15	15	6	2	0	0
Pitt	3	4	4	1	3	4	4	0	0	0	0	0	0	1	1	1
Roanoke-Chowan	4	6	10	11	2	6	7	11	2	0	3	0	0	0	0	0
Sandhills	39	63	38	23	19	31	29	16	19	31	9	7	1	1	0	0
Smoky Mountain	5	3	4	4	4	3	3	1	1	0	1	3	1	0	0	0
Southeastern Center	10	16	22	14	7	13	14	3	2	3	6	9	2	0	2	3
Southeastern Regional	6	6	2	12	6	4	2	10	0	2	0	2	0	0	0	0
Tideland	5	7	5	4	1	4	4	4	3	3	1	0	1	0	0	0
Wake	13	5	20	7	10	3	14	4	2	2	6	3	1	0	0	0
Western Highlands	13	11	31	30	8	7	23	24	5	4	7	14	2	2	2	3
Wilson-Greene-Edgecombe-Nash	2	8	4	4	2	8	2	4	0	0	1	0	0	0	1	0
<b>All LMEs Reporting</b>	<b>319</b>	<b>351</b>	<b>375</b>	<b>375</b>	<b>212</b>	<b>228</b>	<b>282</b>	<b>257</b>	<b>86</b>	<b>108</b>	<b>83</b>	<b>114</b>	<b>26</b>	<b>28</b>	<b>13</b>	<b>28</b>
<b>Percent of Total</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>66.5%</b>	<b>65.0%</b>	<b>75.2%</b>	<b>68.5%</b>	<b>27.0%</b>	<b>30.8%</b>	<b>22.1%</b>	<b>30.4%</b>	<b>8.2%</b>	<b>8.0%</b>	<b>3.5%</b>	<b>7.5%</b>

\* Total Unduplicated Count is the number of incident reports received. This number may be less than the sum of alleged abuse, neglect, and exploitation incidents if more than one type of allegation is reported on a single incident report.

**Table 33 - Rates of Reported Level 2 Incidents Involving Allegations of Abuse, Neglect, or Exploitation per 1,000 Active Consumers**

This table summarizes the rates of reported Level 2 incidents involving allegations of abuse, neglect, or exploitation per 1,000 active consumers<sup>1</sup>. Level 2 incidents include any allegation of abuse, neglect or exploitation of a consumer by staff or other adult, including inappropriate touching or sexual behavior. Evaluating rates offer a better comparison measure than the actual numbers due to variation in the size of LMEs and the number of consumers served.

The average rate of reported Level 2 incidents involving allegations of abuse, neglect, or exploitation statewide was 1.49 per 1,000 active caseload this quarter. This is the same as last quarter's rate. The variation in rates by area program may be more reflective of differences in reporting.

	Rate of Reported Level 2 Incidents Involving Allegations of Abuse, Neglect, or Exploitation Per 1,000 Active Consumers															
LME	Total Reported Allegations (Unduplicated) <sup>2</sup>				Alleged Abuse				Alleged Neglect				Alleged Exploitation			
	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr
Alamance-Caswell-Rockingham	0.37	0.61	0.42	0.57	0.18	0.44	0.34	0.33	0.18	0.18	0.08	0.08	0.00	0.00	0.00	0.16
Albemarle	0.67	1.91	0.00	0.00	0.34	1.28	0.00	0.00	0.34	0.64	0.00	0.00	0.00	0.00	0.00	0.00
Catawba	0.32	2.68	0.57	1.12	0.00	2.38	0.28	0.56	0.32	0.30	0.28	0.28	0.00	0.00	0.00	0.28
Centerpoint	0.00	0.00	1.92	2.24	0.00	0.00	1.01	1.46	0.00	0.00	0.81	0.68	0.00	0.00	0.10	0.10
Crossroads	2.20	2.44	1.79	2.28	1.57	2.17	1.79	1.42	0.42	0.54	0.00	0.57	0.21	0.14	0.00	0.28
Cumberland	4.79	4.73	5.79	4.90	2.74	2.28	4.94	3.04	1.03	1.40	0.51	1.35	1.03	1.40	0.34	0.68
Durham	1.83	2.08	2.45	1.80	1.42	1.32	2.10	0.98	0.00	0.57	0.17	0.65	0.41	0.19	0.17	0.16
Eastpointe	0.95	1.73	1.55	1.66	0.83	0.99	1.08	1.22	0.12	0.74	0.24	0.33	0.00	0.62	0.24	0.11
Five County	0.60	0.47	0.92	0.55	0.36	0.35	0.92	0.44	0.24	0.00	0.00	0.11	0.00	0.12	0.00	0.00
Foothills	1.23	2.80	2.10	2.65	0.96	2.05	1.58	1.82	0.14	0.37	0.53	0.33	0.14	0.37	0.00	0.50
Guilford	1.12	1.30	0.97	2.71	0.56	1.20	0.65	1.67	0.56	0.11	0.43	1.04	0.11	0.00	0.00	0.00
Johnston	1.04	0.00	0.67	0.97	1.04	0.00	0.67	0.65	0.00	0.00	0.00	0.32	0.00	0.00	0.00	0.00
Mecklenburg	1.64	0.99	1.29	0.65	1.31	0.74	1.15	0.51	0.33	0.15	0.14	0.14	0.00	0.10	0.00	0.00
Neuse	3.68	2.13	0.85	0.80	2.34	0.91	0.57	0.40	1.34	1.07	0.28	0.40	0.00	0.15	0.00	0.00
New River	0.85	2.62	NR	0.95	0.57	0.87	NR	0.00	0.28	1.75	NR	0.71	0.00	0.00	NR	0.24
Onslow-Carteret	0.00	0.32	0.00	0.26	0.00	0.32	0.00	0.26	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
OPC	0.55	0.21	0.42	0.21	0.37	0.21	0.21	0.00	0.18	0.00	0.21	0.21	0.00	0.00	0.00	0.00
Pathways	1.81	2.88	1.99	3.35	1.71	1.79	1.36	3.04	0.10	0.99	0.52	0.91	0.00	0.10	0.10	0.51
Piedmont	1.64	0.72	1.42	1.76	0.94	0.42	1.00	1.23	0.50	0.24	0.43	0.53	0.20	0.06	0.00	0.00
Pitt	0.45	1.28	1.29	0.96	0.45	1.28	1.29	0.00	0.00	0.00	0.00	0.00	0.00	0.32	0.32	0.96
Roanoke-Chowan	1.07	1.70	2.69	2.89	0.54	1.70	1.88	2.89	0.54	0.00	0.81	0.00	0.00	0.00	0.00	0.00
Sandhills	3.07	5.15	2.92	1.70	1.50	2.53	2.23	1.18	1.50	2.53	0.69	0.52	0.08	0.08	0.00	0.00
Smoky Mountain	0.53	0.29	0.37	0.37	0.42	0.29	0.28	0.09	0.11	0.00	0.09	0.28	0.11	0.00	0.00	0.00
Southeastern Center	1.55	2.32	2.95	1.74	1.09	1.88	1.88	0.37	0.31	0.43	0.80	1.12	0.31	0.00	0.27	0.37
Southeastern Regional	0.63	0.59	0.19	1.09	0.63	0.40	0.19	0.91	0.00	0.20	0.00	0.18	0.00	0.00	0.00	0.00
Tideland	0.76	1.06	0.75	0.60	0.15	0.61	0.60	0.60	0.46	0.46	0.15	0.00	0.15	0.00	0.00	0.00
Wake	0.88	0.35	1.34	0.45	0.67	0.21	0.94	0.26	0.13	0.14	0.40	0.19	0.07	0.00	0.00	0.00
Western Highlands	0.99	1.30	4.62	4.12	0.61	0.83	3.42	3.30	0.38	0.47	1.04	1.92	0.15	0.24	0.30	0.41
Wilson-Greene-Edgecombe-Nash	0.42	2.05	1.00	0.98	0.42	2.05	0.50	0.98	0.00	0.00	0.25	0.00	0.00	0.00	0.25	0.00
All LMEs Reporting	1.28	1.44	1.49	1.49	0.85	0.94	1.12	1.02	0.35	0.44	0.33	0.45	0.10	0.11	0.05	0.11
Minimum	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Median	0.95	1.30	1.29	1.09	0.61	0.91	0.97	0.65	0.24	0.24	0.24	0.32	0.00	0.00	0.00	0.00
Maximum	4.79	5.15	5.79	4.90	2.74	2.53	4.94	3.30	1.50	2.53	1.04	1.92	1.03	1.40	0.34	0.96

1. Active consumers are the average monthly active caseload for the quarter and is calculated by performing a distinct count of clients in the Client Services Data Warehouse with a status code of "active" each month and averaging the three months.

2. Total Unduplicated Count is the number of incident reports received. This number may be less than the sum of alleged abuse, neglect, and exploitation incidents if more than one type of allegation is reported on a single incident report.

**Table 34 - Numbers of Level 3 Incidents Involving Reported Allegations of Abuse, Neglect or Exploitation of Consumers**

This table summarizes the numbers of Level 3 incidents involving reported allegations of abuse, neglect, or exploitation of consumers. Level 3 incidents include any allegation of abuse, neglect or exploitation of a consumer that involves permanent physical or psychological impairment, or arrest.

There were 7 Level 3 incidents reported this quarter. All 7 incidents involved allegations of abuse.

LME	Level 3 Incidents Involving Reported Allegations of Abuse, Neglect, or Exploitation															
	Total Reported Allegations (Unduplicated)*				Alleged Abuse				Alleged Neglect				Alleged Exploitation			
	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr
Alamance-Caswell-Rockingham	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Albemarle	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Catawba	0	0	0	1	0	0	0	1	0	0	0	0	0	0	0	0
Centerpoint	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Crossroads	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Cumberland	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Durham	1	2	0	0	0	2	0	0	0	0	0	0	1	0	0	0
Eastpointe	2	1	0	0	2	1	0	0	0	0	0	0	0	1	0	0
Five County	0	0	0	2	0	0	0	2	0	0	0	0	0	0	0	0
Foothills	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Guilford	2	1	0	0	2	1	0	0	0	0	0	0	1	0	0	0
Johnston	0	0	1	0	0	0	1	0	0	0	0	0	0	0	0	0
Mecklenburg	1	0	2	1	1	0	0	1	0	0	2	0	0	0	0	0
Neuse	0	2	0	1	0	2	0	1	0	0	0	0	0	0	0	0
New River	1	0	NR	0	1	0	NR	0	0	0	NR	0	0	0	NR	0
Onslow	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
OPC	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Pathways	2	1	0	0	2	1	0	0	0	0	0	0	0	0	0	0
Piedmont	0	0	2	0	0	0	2	0	0	0	0	0	0	0	0	0
Pitt	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Roanoke-Chowan	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Sandhills	0	1	4	2	0	1	3	2	0	0	0	0	0	0	1	0
Smoky Mountain	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Southeastern Center	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Southeastern Regional	3	2	0	0	3	2	0	0	0	0	0	0	0	0	0	0
Tideland	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Wake	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Western Highlands	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Wilson-Greene-Edgecombe-Nash	0	1	0	0	0	1	0	0	0	0	0	0	0	0	0	0
<b>All LMEs Reporting</b>	<b>12</b>	<b>11</b>	<b>9</b>	<b>7</b>	<b>11</b>	<b>11</b>	<b>6</b>	<b>7</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>0</b>
<b>Percent of Total</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>91.7%</b>	<b>100.0%</b>	<b>66.7%</b>	<b>100.0%</b>	<b>0.0%</b>	<b>0.0%</b>	<b>22.2%</b>	<b>0.0%</b>	<b>16.7%</b>	<b>9.1%</b>	<b>11.1%</b>	<b>0.0%</b>

\* Total Unduplicated Count is the number of incident reports received. This number may be less than the sum of alleged abuse, neglect, and exploitation incidents if more than one type of allegation is reported on a single incident report.

**Table 35 - Rates of Reported Level 3 Incidents Involving Allegations of Abuse, Neglect, or Exploitation per 1,000 Active Consumers**

This table summarizes the rates of reported Level 3 incidents involving allegations of abuse, neglect, or exploitation per 1,000 active consumers<sup>1</sup>. Level 3 incidents include any allegation of abuse, neglect or exploitation of a consumer that involves permanent physical or psychological impairment, or arrest. Evaluating rates offer a better comparison measure than the actual numbers due to variation in the size of LMEs and the number of consumers served.

There were 7 Level 3 incidents involving allegations of abuse this quarter for an overall rate of 0.03 incident per 1,000 active consumers.

LME	Rate of Reported Level 3 Incidents Involving Allegations of Abuse, Neglect, or Exploitation Per 1,000 Active Consumers															
	Total Reported Allegations (Unduplicated) <sup>2</sup>				Alleged Abuse				Alleged Neglect				Alleged Exploitation			
	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr
Alamance-Caswell-Rockingham	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Albemarle	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Catawba	0.00	0.00	0.00	0.28	0.00	0.00	0.00	0.28	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Centerpoint	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Crossroads	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Cumberland	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Durham	0.20	0.38	0.00	0.00	0.00	0.38	0.00	0.00	0.00	0.00	0.00	0.00	0.20	0.00	0.00	0.00
Eastpointe	0.24	0.12	0.00	0.00	0.24	0.12	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.12	0.00	0.00
Five County	0.00	0.00	0.00	0.22	0.00	0.00	0.00	0.22	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Foothills	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Guilford	0.22	0.11	0.00	0.00	0.22	0.11	0.00	0.00	0.00	0.00	0.00	0.00	0.11	0.00	0.00	0.00
Johnston	0.00	0.00	0.33	0.00	0.00	0.00	0.33	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Mecklenburg	0.05	0.00	0.10	0.05	0.05	0.00	0.00	0.05	0.00	0.00	0.10	0.00	0.00	0.00	0.00	0.00
Neuse	0.00	0.30	0.00	0.13	0.00	0.30	0.00	0.13	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
New River	0.28	0.00	NR	0.00	0.28	0.00	NR	0.00	0.00	0.00	NR	0.00	0.00	0.00	NR	0.00
Onslow	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
OPC	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Pathways	0.20	0.10	0.00	0.00	0.20	0.10	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Piedmont	0.00	0.00	0.06	0.00	0.00	0.00	0.06	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Pitt	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Roanoke-Chowan	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Sandhills	0.00	0.08	0.31	0.15	0.00	0.08	0.23	0.15	0.00	0.00	0.00	0.00	0.00	0.00	0.08	0.00
Smoky Mountain	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Southeastern Center	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Southeastern Regional	0.31	0.20	0.00	0.00	0.31	0.20	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Tideland	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Wake	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Western Highlands	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Wilson-Greene-Edgecombe-Nash	0.00	0.26	0.00	0.00	0.00	0.26	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
<b>All LMEs Reporting</b>	<b>0.05</b>	<b>0.05</b>	<b>0.04</b>	<b>0.03</b>	<b>0.04</b>	<b>0.05</b>	<b>0.02</b>	<b>0.03</b>	<b>0.00</b>	<b>0.00</b>	<b>0.01</b>	<b>0.00</b>	<b>0.01</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>
Minimum	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Median	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Maximum	0.31	0.38	0.33	0.28	0.31	0.38	0.33	0.28	0.00	0.00	0.10	0.00	0.20	0.12	0.08	0.00

1. Active consumers are the average monthly active caseload for the quarter and is calculated by performing a distinct count of clients in the Client Services Data Warehouse with a status code of "active" each month and averaging the three months.

2. Total Unduplicated Count is the number of incident reports received. This number may be less than the sum of alleged abuse, neglect, and exploitation incidents if more than one type of allegation is reported on a single incident report.

**Table 36 - Total Numbers of Reported Level 2 and Level 3 Incidents Involving Medication Errors**

This table summarizes the total numbers of reported Level 2 and Level 3 incidents involving medication errors. Level 2 incidents include any medication error that threatens the consumer's health or safety (as determined by the physician or pharmacist notified of the error). Level 3 incidents include any medication error that results in permanent physical or psychological impairment.

There was a total of 95 Level 2 and Level 3 incidents related to medication errors this quarter. This represents a decrease from the prior quarter. Two-thirds (64.2%) of the incidents were due to a missed dose (includes refusals), 21.1% were due to the wrong dosage administered, 11.6% were due to the wrong medication administered, and 3.2% were due to the wrong time of administration.

LME	Total Reported Level 2 and Level 3 Incidents Involving Medication Errors																			
	Total Medication Errors Reported				Wrong Dosage Administered				Wrong Medication Administered				Wrong Time of Administration				Missed Dose (Includes Refusals)			
	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr
Alamance-Caswell-Rockingham	3	2	0	1	0	2	0	0	0	0	0	0	1	0	0	0	2	0	0	1
Albemarle	0	2	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0	1
Catawba	9	1	4	4	2	0	2	2	1	0	0	0	1	0	0	0	5	1	2	2
Centerpoint	0	4	2	2	0	0	1	0	0	0	1	0	0	0	0	0	0	4	0	2
Crossroads	2	4	12	4	2	0	2	0	0	0	0	0	0	1	1	0	0	3	9	4
Cumberland	39	34	14	15	1	0	0	4	0	1	1	3	0	1	0	2	38	32	13	6
Durham	7	4	6	1	1	1	3	0	2	0	0	0	0	0	0	0	4	3	3	1
Eastpointe	0	1	0	3	0	0	0	0	0	0	0	2	0	0	0	0	0	1	0	1
Five County	2	1	2	2	1	0	1	0	1	1	0	1	0	0	0	0	0	0	1	1
Foothills	3	0	0	5	0	0	0	4	0	0	0	0	0	0	0	0	3	0	0	1
Guilford	7	2	10	6	1	1	0	1	1	0	0	0	0	0	0	0	5	1	10	5
Johnston	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Mecklenburg	1	2	4	6	1	1	0	2	0	0	1	0	0	0	0	0	0	1	3	4
Neuse	1	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0
New River	3	3	NR	0	0	1	NR	0	0	1	NR	0	0	1	NR	0	3	0	NR	0
Onslow-Carteret	0	2	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	1	0
OPC	1	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0
Pathways	6	4	10	15	1	1	7	2	1	0	0	3	1	0	0	0	3	3	3	10
Piedmont	15	3	11	4	2	2	1	0	0	0	0	0	1	0	0	0	12	1	10	4
Pitt	0	3	3	1	0	0	0	0	0	0	0	0	0	0	0	0	0	3	3	1
Roanoke-Chowan	1	0	1	2	0	0	0	0	1	0	0	0	0	0	0	0	0	0	1	2
Sandhills	20	28	8	4	0	7	0	2	1	1	0	0	0	0	0	0	19	20	8	2
Smoky Mountain	0	1	2	1	0	0	0	0	0	1	1	0	0	0	0	1	0	0	1	0
Southeastern Center	13	16	5	11	0	2	0	1	0	0	0	0	0	0	0	0	13	14	5	10
Southeastern Regional	4	1	1	2	1	0	0	1	2	0	0	0	1	0	0	0	0	1	1	1
Tideland	2	0	0	2	0	0	0	0	1	0	0	2	0	0	0	0	1	0	0	0
Wake	13	1	1	1	13	0	0	1	0	0	0	0	0	0	0	0	0	1	1	0
Western Highlands	1	35	7	2	1	6	1	0	0	11	0	0	0	18	1	0	0	0	5	2
Wilson-Greene-Edgecombe-Nash	2	1	1	0	0	0	0	0	0	0	0	0	1	0	0	0	1	1	1	0
<b>All LMEs Reporting</b>	<b>155</b>	<b>155</b>	<b>105</b>	<b>95</b>	<b>27</b>	<b>24</b>	<b>18</b>	<b>20</b>	<b>11</b>	<b>16</b>	<b>4</b>	<b>11</b>	<b>8</b>	<b>21</b>	<b>2</b>	<b>3</b>	<b>109</b>	<b>94</b>	<b>81</b>	<b>61</b>
<b>Percent of Total</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>17.4%</b>	<b>15.5%</b>	<b>17.1%</b>	<b>21.1%</b>	<b>7.1%</b>	<b>10.3%</b>	<b>3.8%</b>	<b>11.6%</b>	<b>5.2%</b>	<b>13.5%</b>	<b>1.9%</b>	<b>3.2%</b>	<b>70.3%</b>	<b>60.6%</b>	<b>77.1%</b>	<b>64.2%</b>



**Table 37 - Rate of Total Reported Level 2 and Level 3 Incidents Involving Medication Errors Per 1,000 Active Consumers**

This table summarizes the rate of total reported Level 2 and Level 3 incidents involving medication errors per 1,000 active consumers<sup>1</sup>. Level 2 incidents include any medication error that threatens the consumer's health or safety (as determined by the physician or pharmacist notified of the error). Level 3 incidents include any medication error that results in permanent physical or psychological impairment. Evaluating rates offer a better comparison measure than the actual numbers due to variation in the size of LMEs and the number of consumers served.

Based on the reported data, this quarter there were 0.38 Level 2 and Level 3 incidents involving medication errors per 1,000 active consumers statewide. This is slightly lower than the prior quarter's 0.42 rate per 1,000 active consumers. The variation in rates among area programs is likely due to variation in reporting.

	Rate of Total Reported Level 2 and Level 3 Incidents Involving Medication Errors Per 1,000 Active Consumers																			
LME	Total Medication Errors Reported				Wrong Dosage Administered				Wrong Medication Administered				Wrong Time of Administration				Missed Dose (Includes Refusals)			
	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr
Alamance-Caswell-Rockingham	0.27	0.18	0.00	0.08	0.00	0.18	0.00	0.00	0.00	0.00	0.00	0.00	0.09	0.00	0.00	0.00	0.18	0.00	0.00	0.08
Albemarle	0.00	0.64	0.00	0.30	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.64	0.00	0.30
Catawba	2.86	0.30	1.13	1.12	0.63	0.00	0.57	0.56	0.32	0.00	0.00	0.00	0.32	0.00	0.00	0.00	1.59	0.30	0.57	0.56
Centerpoint	0.00	0.42	0.20	0.20	0.00	0.00	0.10	0.00	0.00	0.00	0.10	0.00	0.00	0.00	0.00	0.00	0.00	0.42	0.00	0.20
Crossroads	0.21	0.54	1.65	0.57	0.21	0.00	0.27	0.00	0.00	0.00	0.00	0.00	0.00	0.14	0.14	0.00	0.00	0.41	1.24	0.57
Cumberland	6.67	5.95	2.38	2.53	0.17	0.00	0.00	0.68	0.00	0.18	0.17	0.51	0.00	0.18	0.00	0.34	6.50	5.60	2.21	1.01
Durham	1.42	0.76	1.05	0.16	0.20	0.19	0.52	0.00	0.41	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.81	0.57	0.52	0.16
Eastpointe	0.00	0.12	0.00	0.33	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.22	0.00	0.00	0.00	0.00	0.00	0.12	0.00	0.11
Five County	0.24	0.12	0.23	0.22	0.12	0.00	0.11	0.00	0.12	0.12	0.00	0.11	0.00	0.00	0.00	0.00	0.00	0.00	0.11	0.11
Foothills	0.41	0.00	0.00	0.83	0.00	0.00	0.00	0.66	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.41	0.00	0.00	0.17
Guilford	0.79	0.22	1.08	0.63	0.11	0.11	0.00	0.10	0.11	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.56	0.11	1.08	0.52
Johnston	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Mecklenburg	0.05	0.10	0.19	0.28	0.05	0.05	0.00	0.09	0.00	0.00	0.05	0.00	0.00	0.00	0.00	0.00	0.00	0.05	0.14	0.19
Neuse	0.33	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.33	0.00	0.00	0.00	0.00	0.00	0.00	0.00
New River	0.85	0.87	NR	0.00	0.00	0.29	NR	0.00	0.00	0.29	NR	0.00	0.00	0.29	NR	0.00	0.85	0.00	NR	0.00
Onslow-Carteret	0.00	0.32	0.14	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.32	0.14	0.00
OPC	0.18	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.18	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Pathways	0.60	0.40	1.05	1.52	0.10	0.10	0.73	0.20	0.10	0.00	0.00	0.30	0.10	0.00	0.00	0.00	0.30	0.30	0.31	1.01
Piedmont	0.50	0.09	0.31	0.14	0.07	0.06	0.03	0.00	0.00	0.00	0.00	0.00	0.03	0.00	0.00	0.00	0.40	0.03	0.28	0.14
Pitt	0.00	0.96	0.97	0.96	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.96	0.97	0.96
Roanoke-Chowan	0.27	0.00	0.27	0.52	0.00	0.00	0.00	0.00	0.27	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.27	0.52
Sandhills	1.57	2.29	0.62	0.30	0.00	0.57	0.00	0.15	0.08	0.08	0.00	0.00	0.00	0.00	0.00	0.00	1.50	1.63	0.62	0.15
Smoky Mountain	0.00	0.10	0.19	0.09	0.00	0.00	0.00	0.00	0.00	0.10	0.09	0.00	0.00	0.00	0.00	0.09	0.00	0.00	0.09	0.00
Southeastern Center	2.02	2.32	0.67	1.37	0.00	0.29	0.00	0.12	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	2.02	2.03	0.67	1.24
Southeastern Regional	0.42	0.10	0.09	0.18	0.10	0.00	0.00	0.09	0.21	0.00	0.00	0.00	0.10	0.00	0.00	0.00	0.00	0.10	0.09	0.09
Tideland	0.30	0.00	0.00	0.30	0.00	0.00	0.00	0.00	0.15	0.00	0.00	0.30	0.00	0.00	0.00	0.00	0.15	0.00	0.00	0.00
Wake	0.88	0.07	0.07	0.06	0.88	0.00	0.00	0.06	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.07	0.07	0.00
Western Highlands	0.08	4.14	1.04	0.27	0.08	0.71	0.15	0.00	0.00	1.30	0.00	0.00	0.00	2.13	0.15	0.00	0.00	0.00	0.74	0.27
Wilson-Greene-Edgecombe-Nash	0.42	0.26	0.25	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.21	0.00	0.00	0.00	0.21	0.26	0.25	0.00
All LMEs Reporting	0.62	0.64	0.42	0.38	0.11	0.10	0.07	0.08	0.04	0.07	0.02	0.04	0.03	0.09	0.01	0.01	0.44	0.39	0.32	0.24
Minimum	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Median	0.30	0.22	0.22	0.27	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.10	0.14	0.15
Maximum	6.67	5.95	2.38	2.53	0.88	0.71	0.73	0.68	0.41	1.30	0.17	0.51	0.33	2.13	0.15	0.34	6.50	5.60	2.21	1.24

1. Active consumers are the average monthly active caseload for the quarter and is calculated by performing a distinct count of clients in the Client Services Data Warehouse with a status code of "active" each month and averaging the three months.

**Table 38 - Unduplicated Count of Consumers with Level 2 and Level 3 Incidents Involving Medication Errors Related To Wrong Dosage Administered, Highest and Average Number of Incident Reports Per Consumer**

This table shows the total number of Level 2 and 3 incident reports involving medication errors related to wrong dosage administered filed by local providers in each catchment area, the unduplicated count of consumers involved, the highest number of incident reports for a single consumer, and the average number of incident reports for all other consumers for which an incident was reported.

Statewide, 20 incidents involving 18 consumers were reported this quarter. The highest number of incident reports for a single consumer this quarter was 3. The average number of incident reports for all other consumers for which an incident was reported was 1.0.

LME	Total Number of Level 2 and 3 Incident Reports Involving Medication Errors Related to Wrong Dosage Administered															
	1st Qtr				2nd Qtr				3rd Qtr				4th Qtr			
	Total Level 2 and 3 Incidents	Unduplicated Count of Consumers	Highest Number of Reports for a Single Consumer	Avg # of Incident Reports For All Other Consumers	Total Level 2 and 3 Incidents	Unduplicated Count of Consumers	Highest Number of Reports for a Single Consumer	Avg # of Incident Reports For All Other Consumers	Total Level 2 and 3 Incidents	Unduplicated Count of Consumers	Highest Number of Reports for a Single Consumer	Avg # of Incident Reports For All Other Consumers	Total Level 2 and 3 Incidents	Unduplicated Count of Consumers	Highest Number of Reports for a Single Consumer	Avg # of Incident Reports For All Other Consumers
Alamance-Caswell-Rockingham	0	0	0	0.0	2	2	1	1.0	0	0	0	0.0	0	0	0	0.0
Albemarle	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0
Catawba	2	2	1	1.0	0	0	0	0.0	2	2	1	1.0	2	2	1	1.0
Centerpoint	0	0	0	0.0	0	0	0	0.0	1	1	1	0.0	0	0	0	0.0
Crossroads	2	2	1	1.0	0	0	0	0.0	2	2	1	1.0	0	0	0	0.0
Cumberland	1	1	1	0.0	0	0	0	0.0	0	0	0	0.0	4	2	3	1.0
Durham	1	1	1	0.0	1	1	1	0.0	3	3	1	1.0	0	0	0	0.0
Eastpointe	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0
Five County	1	1	1	0.0	0	0	0	0.0	1	1	1	0.0	0	0	0	0.0
Foothills	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0	4	4	1	1.0
Guilford	1	1	1	0.0	1	1	1	0.0	0	0	0	0.0	1	1	1	0.0
Johnston	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0
Mecklenburg	1	1	1	0.0	1	1	1	0.0	0	0	0	0.0	2	2	1	1.0
Neuse	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0
New River	0	0	0	0.0	1	1	1	0.0	NR	NR	NR	NR	0	0	0	0.0
Onslow-Carteret	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0
OPC	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0
Pathways	1	1	1	0.0	1	1	1	0.0	7	7	1	1.0	2	2	1	1.0
Piedmont	2	2	1	1.0	2	2	1	1.0	1	1	1	0.0	0	0	0	0.0
Pitt	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0
Roanoke-Chowan	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0
Sandhills	0	0	0	0.0	7	4	2	1.7	0	0	0	0.0	2	2	1	1.0
Smoky Mountain	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0
Southeastern Center	0	0	0	0.0	2	2	1	1.0	0	0	0	0.0	1	1	1	0.0
Southeastern Regional	1	1	1	0.0	0	0	0	0.0	0	0	0	0.0	1	1	1	0.0
Tideland	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0
Wake	13	2	12	1.0	0	0	0	0.0	0	0	0	0.0	1	1	1	0.0
Western Highlands	1	1	1	0.0	6	6	1	1.0	1	1	1	0.0	0	0	0	0.0
Wilson-Greene-Edgecombe-Nash	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0
<b>All LMEs Reporting</b>	<b>27</b>	<b>16</b>	<b>12</b>	<b>1.0</b>	<b>24</b>	<b>21</b>	<b>2</b>	<b>1.1</b>	<b>18</b>	<b>18</b>	<b>1</b>	<b>1.0</b>	<b>20</b>	<b>18</b>	<b>3</b>	<b>1.0</b>

**Table 39 - Unduplicated Count of Consumers with Level 2 and Level 3 Incidents Involving Medication Errors Related to Wrong Medication, Highest and Average Number of Incident Reports Per Consumer**

This table shows the total number of Level 2 and 3 incident reports involving medication errors related to the wrong medication administered by local providers in each catchment area, the unduplicated count of consumers involved, the highest number of incident reports for a single consumer, and the average number of incident reports for all other consumers for which an incident was reported.

Statewide, 11 incidents involving 9 consumers were reported this quarter. The highest number of incident reports for a single consumer this quarter was 3. The average number of incident reports for all other consumers for which an incident was reported was 1.0.

LME	Total Number of Level 2 and 3 Incident Reports Involving Medication Errors Related to the Wrong Medication Administered															
	1st Qtr				2nd Qtr				3rd Qtr				4th Qtr			
	Total Level 2 and 3 Incidents	Unduplicated Count of Consumers	Highest Number of Reports for a Single Consumer	Avg # of Incident Reports For All Other Consumers	Total Level 2 and 3 Incidents	Unduplicated Count of Consumers	Highest Number of Reports for a Single Consumer	Avg # of Incident Reports For All Other Consumers	Total Level 2 and 3 Incidents	Unduplicated Count of Consumers	Highest Number of Reports for a Single Consumer	Avg # of Incident Reports For All Other Consumers	Total Level 2 and 3 Incidents	Unduplicated Count of Consumers	Highest Number of Reports for a Single Consumer	Avg # of Incident Reports For All Other Consumers
Alamance-Caswell-Rockingham	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0
Albemarle	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0
Catawba	1	1	1	0.0	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0
Centerpoint	0	0	0	0.0	0	0	0	0.0	1	1	1	0.0	0	0	0	0.0
Crossroads	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0
Cumberland	0	0	0	0.0	1	1	1	0.0	1	1	1	0.0	3	1	3	0.0
Durham	2	2	1	1.0	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0
Eastpointe	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0	2	2	1	1.0
Five County	1	1	1	0.0	1	1	1	0.0	0	0	0	0.0	1	1	1	0.0
Foothills	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0
Guilford	1	1	1	0.0	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0
Johnston	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0
Mecklenburg	0	0	0	0.0	0	0	0	0.0	1	1	1	0.0	0	0	0	0.0
Neuse	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0
New River	0	0	0	0.0	1	1	1	0.0	NR	NR	NR	NR	0	0	0	0.0
Onslow-Carteret	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0
OPC	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0
Pathways	1	1	1	0.0	0	0	0	0.0	0	0	0	0.0	3	3	1	1.0
Piedmont	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0
Pitt	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0
Roanoke-Chowan	1	1	1	0.0	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0
Sandhills	1	1	1	0.0	1	1	1	0.0	0	0	0	0.0	0	0	0	0.0
Smoky Mountain	0	0	0	0.0	1	1	1	0.0	1	1	1	0.0	0	0	0	0.0
Southeastern Center	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0
Southeastern Regional	2	1	2	0.0	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0
Tideland	1	1	1	0.0	0	0	0	0.0	0	0	0	0.0	2	2	1	1.0
Wake	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0
Western Highlands	0	0	0	0.0	11	10	2	1.0	0	0	0	0.0	0	0	0	0.0
Wilson-Greene-Edgecombe-Nash	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0
<b>All LMEs Reporting</b>	<b>11</b>	<b>10</b>	<b>2</b>	<b>1.0</b>	<b>16</b>	<b>15</b>	<b>2</b>	<b>1.0</b>	<b>4</b>	<b>4</b>	<b>1</b>	<b>1.0</b>	<b>11</b>	<b>9</b>	<b>3</b>	<b>1.0</b>

**Table 40 - Unduplicated Count of Consumers with Level 2 and Level 3 Incidents Involving Medication Errors Related to Wrong Time of Administration, Highest and Average Number of Incident Reports Per Consumer**

This table shows the total number of Level 2 and 3 incident reports involving medication errors related to the wrong time of administration filed by local providers in each catchment area, the unduplicated count of consumers involved, the highest number of incident reports for a single consumer, and the average number of incident reports for all other consumers for which an incident was reported.

Statewide, 3 incidents involving 2 consumers were reported this quarter. The highest number of incident reports for a single consumer this quarter was 2. The average number of incident reports for all other consumers for which an incident was reported was 1.0.

LME	Total Number of Level 2 and 3 Incident Reports Involving Medication Errors Related to the Wrong Time of Administration															
	1st Qtr				2nd Qtr				3rd Qtr				4th Qtr			
	Total Level 2 and 3 Incidents	Unduplicated Count of Consumers	Highest Number of Reports for a Single Consumer	Avg # of Incident Reports For All Other Consumers	Total Level 2 and 3 Incidents	Unduplicated Count of Consumers	Highest Number of Reports for a Single Consumer	Avg # of Incident Reports For All Other Consumers	Total Level 2 and 3 Incidents	Unduplicated Count of Consumers	Highest Number of Reports for a Single Consumer	Avg # of Incident Reports For All Other Consumers	Total Level 2 and 3 Incidents	Unduplicated Count of Consumers	Highest Number of Reports for a Single Consumer	Avg # of Incident Reports For All Other Consumers
Alamance-Caswell-Rockingham	1	1	1	0.0	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0
Albemarle	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0
Catawba	1	1	1	0.0	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0
Centerpoint	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0
Crossroads	0	0	0	0.0	1	1	1	0.0	1	1	1	0.0	0	0	0	0.0
Cumberland	0	0	0	0.0	1	1	1	0.0	0	0	0	0.0	2	1	2	0.0
Durham	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0
Eastpointe	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0
Five County	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0
Foothills	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0
Guilford	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0
Johnston	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0
Mecklenburg	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0
Neuse	1	1	1	0.0	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0
New River	0	0	0	0.0	1	1	1	0.0	NR	NR	NR	NR	0	0	0	0.0
Onslow-Carteret	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0
OPC	1	1	1	0.0	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0
Pathways	1	1	1	0.0	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0
Piedmont	1	1	1	0.0	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0
Pitt	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0
Roanoke-Chowan	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0
Sandhills	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0
Smoky Mountain	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0	1	1	1	0.0
Southeastern Center	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0
Southeastern Regional	1	1	1	0.0	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0
Tideland	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0
Wake	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0
Western Highlands	0	0	0	0.0	18	18	1	1.0	1	1	1	0.0	0	0	0	0.0
Wilson-Greene-Edgecombe-Nash	1	1	1	0.0	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0
<b>All LMEs Reporting</b>	<b>8</b>	<b>8</b>	<b>1</b>	<b>1.0</b>	<b>21</b>	<b>21</b>	<b>1</b>	<b>1.0</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>1.0</b>	<b>3</b>	<b>2</b>	<b>2</b>	<b>1.0</b>

**Table 41 - Unduplicated Count of Consumers with Level 2 and Level 3 Incidents Involving Medication Errors Related to Missed/Refused Dosage, Highest and Average Number of Incident Reports Per Consumer**

This table shows the total number of Level 2 and 3 incident reports involving medication errors related to a missed or refused dosage filed by local providers in each catchment area, the unduplicated count of consumers involved, the highest number of incident reports for a single consumer, and the average number of incident reports for all other consumers for which an incident was reported.

Statewide, 61 incidents involving 54 consumers were reported this quarter. The highest number of incident reports for a single consumer this quarter was 3. The average number of incident reports for all other consumers for which an incident was reported was 1.1.

LME	Total Number of Level 2 and 3 Incident Reports Involving Medication Errors Related to a Missed or Refused Dosage															
	1st Qtr				2nd Qtr				3rd Qtr				4th Qtr			
	Total Level 2 and 3 Incidents	Unduplicated Count of Consumers	Highest Number of Reports for a Single Consumer	Avg # of Incident Reports For All Other Consumers	Total Level 2 and 3 Incidents	Unduplicated Count of Consumers	Highest Number of Reports for a Single Consumer	Avg # of Incident Reports For All Other Consumers	Total Level 2 and 3 Incidents	Unduplicated Count of Consumers	Highest Number of Reports for a Single Consumer	Avg # of Incident Reports For All Other Consumers	Total Level 2 and 3 Incidents	Unduplicated Count of Consumers	Highest Number of Reports for a Single Consumer	Avg # of Incident Reports For All Other Consumers
Alamance-Caswell-Rockingham	2	2	1	1.0	0	0	0	0.0	0	0	0	0.0	1	1	1	0.0
Albemarle	0	0	0	0.0	2	2	1	1.0	0	0	0	0.0	1	1	1	0.0
Catawba	5	3	3	1.0	1	1	1	0.0	2	2	1	1.0	2	2	1	1.0
Centerpoint	0	0	0	0.0	4	3	2	1.0	0	0	0	0.0	2	2	1	1.0
Crossroads	0	0	0	0.0	3	3	1	1.0	9	8	2	1.0	4	4	1	1.0
Cumberland	38	10	22	1.8	32	12	17	1.4	13	10	2	1.2	6	3	3	1.5
Durham	4	4	1	1.0	3	2	2	1.0	3	3	1	1.0	1	1	1	0.0
Eastpointe	0	0	0	0.0	1	1	1	0.0	0	0	0	0.0	1	1	1	0.0
Five County	0	0	0	0.0	0	0	0	0.0	1	1	1	0.0	1	1	1	0.0
Foothills	3	3	1	1.0	0	0	0	0.0	0	0	0	0.0	1	1	1	0.0
Guilford	5	3	3	1.0	1	1	1	0.0	10	7	2	1.3	5	5	1	1.0
Johnston	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0
Mecklenburg	0	0	0	0.0	1	1	1	0.0	3	3	1	1.0	4	4	1	1.0
Neuse	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0
New River	3	1	1	0.0	0	0	0	0.0	NR	NR	NR	NR	0	0	0	0.0
Onslow-Carteret	0	0	0	0.0	2	1	2	0.0	1	1	1	0.0	0	0	0	0.0
OPC	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0
Pathways	3	3	1	1.0	3	3	1	1.0	3	3	1	1.0	10	9	2	1.0
Piedmont	12	10	2	1.1	1	1	1	0.0	10	8	3	1.0	4	4	1	1.0
Pitt	0	0	0	0.0	3	3	1	1.0	3	3	1	1.0	1	1	1	0.0
Roanoke-Chowan	0	0	0	0.0	0	0	0	0.0	1	1	1	0.0	2	2	1	1.0
Sandhills	19	5	13	1.5	20	12	5	1.4	8	6	3	1.0	2	2	1	1.0
Smoky Mountain	0	0	0	0.0	0	0	0	0.0	1	1	1	0.0	0	0	0	0.0
Southeastern Center	13	8	2	1.6	14	10	2	1.3	5	5	1	1.0	10	7	3	1.2
Southeastern Regional	0	0	0	0.0	1	1	1	0.0	1	1	1	0.0	1	1	1	0.0
Tideland	1	1	1	0.0	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0
Wake	0	0	0	0.0	1	1	1	0.0	1	1	1	0.0	0	0	0	0.0
Western Highlands	0	0	0	0.0	0	0	0	0.0	5	5	1	1.0	2	2	1	1.0
Wilson-Greene-Edgecombe-Nash	1	1	1	0.0	1	1	1	0.0	1	1	1	0.0	0	0	0	0.0
<b>All LMEs Reporting</b>	<b>109</b>	<b>54</b>	<b>22</b>	<b>1.6</b>	<b>94</b>	<b>59</b>	<b>17</b>	<b>1.3</b>	<b>81</b>	<b>70</b>	<b>3</b>	<b>1.1</b>	<b>61</b>	<b>54</b>	<b>3</b>	<b>1.1</b>

**Table 42 - Numbers of Reported Level 2 Incidents Involving Medication Errors**

This table summarizes the numbers of reported Level 2 incidents involving medication errors. Level 2 incidents include any medication error that threatens the consumer's health or safety (as determined by the physician or pharmacist notified of the error).

Two-thirds (64.2%) of the Level 2 incidents involving medication errors reported this quarter were due to a missed dose (includes refusals), 21.1% were due to wrong dosage administered, 11.6% were due to wrong medication administered, and 3.2% were due to wrong time of administration.

LME	Reported Level 2 Incidents Involving Medication Errors																			
	Total Medication Errors Reported				Wrong Dosage Administered				Wrong Medication Administered				Wrong Time of Administration				Missed Dose (Includes Refusals)			
	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr
Alamance-Caswell-Rockingham	3	2	0	1	0	2	0	0	0	0	0	0	1	0	0	0	2	0	0	1
Albemarle	0	2	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0	1
Catawba	9	1	4	4	2	0	2	2	1	0	0	0	1	0	0	0	5	1	2	2
Centerpoint	0	4	2	2	0	0	1	0	0	0	1	0	0	0	0	0	0	4	0	2
Crossroads	2	4	12	4	2	0	2	0	0	0	0	0	0	1	1	0	0	3	9	4
Cumberland	39	34	14	15	1	0	0	4	0	1	1	3	0	1	0	2	38	32	13	6
Durham	7	4	6	1	1	1	3	0	2	0	0	0	0	0	0	0	4	3	3	1
Eastpointe	0	1	0	3	0	0	0	0	0	0	0	2	0	0	0	0	0	1	0	1
Five County	2	1	2	2	1	0	1	0	1	1	0	1	0	0	0	0	0	0	1	1
Foothills	3	0	0	5	0	0	0	4	0	0	0	0	0	0	0	0	3	0	0	1
Guilford	7	2	10	6	1	1	0	1	1	0	0	0	0	0	0	0	5	1	10	5
Johnston	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Mecklenburg	1	2	4	6	1	1	0	2	0	0	1	0	0	0	0	0	0	1	3	4
Neuse	1	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0
New River	3	3	NR	0	0	1	NR	0	0	1	NR	0	0	1	NR	0	3	0	NR	0
Onslow-Carteret	0	2	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	1	0
OPC	1	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0
Pathways	6	4	10	15	1	1	7	2	1	0	0	3	1	0	0	0	3	3	3	10
Piedmont	15	3	11	4	2	2	1	0	0	0	0	0	1	0	0	0	12	1	10	4
Pitt	0	3	3	1	0	0	0	0	0	0	0	0	0	0	0	0	0	3	3	1
Roanoke-Chowan	1	0	1	2	0	0	0	0	1	0	0	0	0	0	0	0	0	0	1	2
Sandhills	20	28	8	4	0	7	0	2	1	1	0	0	0	0	0	0	19	20	8	2
Smoky Mountain	0	1	2	1	0	0	0	0	0	1	1	0	0	0	0	1	0	0	1	0
Southeastern Center	13	16	5	11	0	2	0	1	0	0	0	0	0	0	0	0	13	14	5	10
Southeastern Regional	3	1	1	2	0	0	0	1	2	0	0	0	1	0	0	0	0	1	1	1
Tideland	2	0	0	2	0	0	0	0	1	0	0	2	0	0	0	0	1	0	0	0
Wake	13	1	1	1	13	0	0	1	0	0	0	0	0	0	0	0	0	1	1	0
Western Highlands	1	35	7	2	1	6	1	0	0	11	0	0	0	18	1	0	0	0	5	2
Wilson-Greene-Edgecombe-Nash	2	1	1	0	0	0	0	0	0	0	0	0	1	0	0	0	1	1	1	0
<b>All LMEs Reporting</b>	<b>154</b>	<b>155</b>	<b>105</b>	<b>95</b>	<b>26</b>	<b>24</b>	<b>18</b>	<b>20</b>	<b>11</b>	<b>16</b>	<b>4</b>	<b>11</b>	<b>8</b>	<b>21</b>	<b>2</b>	<b>3</b>	<b>109</b>	<b>94</b>	<b>81</b>	<b>61</b>
<b>Percent of Total</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>16.9%</b>	<b>15.5%</b>	<b>17.1%</b>	<b>21.1%</b>	<b>7.1%</b>	<b>10.3%</b>	<b>3.8%</b>	<b>11.6%</b>	<b>5.2%</b>	<b>13.5%</b>	<b>1.9%</b>	<b>3.2%</b>	<b>70.8%</b>	<b>60.6%</b>	<b>77.1%</b>	<b>64.2%</b>

**Table 43 - Rate of Reported Level 2 Incidents Involving Medication Errors Per 1,000 Active Consumers**

This table summarizes the rate of reported Level 2 incidents involving medication errors per 1,000 active consumers<sup>1</sup>. Level 2 incidents include any medication error that threatens the consumer's health or safety (as determined by the physician or pharmacist notified of the error). Evaluating rates offer a better comparison measure than the actual numbers due to variation in the size of LMEs and the number of consumers served.

Based on the reported data, statewide there were 0.38 Level 2 incidents involving medication errors per 1,000 active consumers this quarter. The variation in rates among area programs is likely due to variation in reporting.

LME	Rate of Reported Level 2 Incidents Involving Medication Errors Per 1,000 Active Consumers																			
	Total Medication Errors Reported				Wrong Dosage Administered				Wrong Medication Administered				Wrong Time of Administration				Missed Dose (Includes Refusals)			
	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr
Alamance-Caswell-Rockingham	0.27	0.18	0.00	0.08	0.00	0.18	0.00	0.00	0.00	0.00	0.00	0.00	0.09	0.00	0.00	0.00	0.18	0.00	0.00	0.08
Albemarle	0.00	0.64	0.00	0.30	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.64	0.00	0.30
Catawba	2.86	0.30	1.13	1.12	0.63	0.00	0.57	0.56	0.32	0.00	0.00	0.00	0.32	0.00	0.00	0.00	1.59	0.30	0.57	0.56
Centerpoint	0.00	0.42	0.20	0.20	0.00	0.00	0.10	0.00	0.00	0.00	0.10	0.00	0.00	0.00	0.00	0.00	0.00	0.42	0.00	0.20
Crossroads	0.21	0.54	1.65	0.57	0.21	0.00	0.27	0.00	0.00	0.00	0.00	0.00	0.00	0.14	0.14	0.00	0.00	0.41	1.24	0.57
Cumberland	6.67	5.95	2.38	2.53	0.17	0.00	0.00	0.68	0.00	0.18	0.17	0.51	0.00	0.18	0.00	0.34	6.50	5.60	2.21	1.01
Durham	1.42	0.76	1.05	0.16	0.20	0.19	0.52	0.00	0.41	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.81	0.57	0.52	0.16
Eastpointe	0.00	0.12	0.00	0.33	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.22	0.00	0.00	0.00	0.00	0.00	0.12	0.00	0.11
Five County	0.24	0.12	0.23	0.22	0.12	0.00	0.11	0.00	0.12	0.12	0.00	0.11	0.00	0.00	0.00	0.00	0.00	0.00	0.11	0.11
Foothills	0.41	0.00	0.00	0.83	0.00	0.00	0.00	0.66	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.41	0.00	0.00	0.17
Guilford	0.79	0.22	1.08	0.63	0.11	0.11	0.00	0.10	0.11	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.56	0.11	1.08	0.52
Johnston	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Mecklenburg	0.05	0.10	0.19	0.28	0.05	0.05	0.00	0.09	0.00	0.00	0.05	0.00	0.00	0.00	0.00	0.00	0.00	0.05	0.14	0.19
Neuse	0.33	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.33	0.00	0.00	0.00	0.00	0.00	0.00	0.00
New River	0.85	0.87	NR	0.00	0.00	0.29	NR	0.00	0.00	0.29	NR	0.00	0.00	0.29	NR	0.00	0.85	0.00	NR	0.00
Onslow-Carteret	0.00	0.32	0.14	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.32	0.14	0.00
OPC	0.18	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.18	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Pathways	0.60	0.40	1.05	1.52	0.10	0.10	0.73	0.20	0.10	0.00	0.00	0.30	0.10	0.00	0.00	0.00	0.30	0.30	0.31	1.01
Piedmont	0.50	0.09	0.31	0.14	0.07	0.06	0.03	0.00	0.00	0.00	0.00	0.00	0.03	0.00	0.00	0.00	0.40	0.03	0.28	0.14
Pitt	0.00	0.96	0.97	0.96	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.96	0.97	0.96
Roanoke-Chowan	0.27	0.00	0.27	0.52	0.00	0.00	0.00	0.00	0.27	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.27	0.52
Sandhills	1.57	2.29	0.62	0.30	0.00	0.57	0.00	0.15	0.08	0.08	0.00	0.00	0.00	0.00	0.00	0.00	1.50	1.63	0.62	0.15
Smoky Mountain	0.00	0.10	0.19	0.09	0.00	0.00	0.00	0.00	0.00	0.10	0.09	0.00	0.00	0.00	0.00	0.09	0.00	0.00	0.09	0.00
Southeastern Center	2.02	2.32	0.67	1.37	0.00	0.29	0.00	0.12	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	2.02	2.03	0.67	1.24
Southeastern Regional	0.31	0.10	0.09	0.18	0.00	0.00	0.00	0.09	0.21	0.00	0.00	0.00	0.10	0.00	0.00	0.00	0.00	0.10	0.09	0.09
Tideland	0.30	0.00	0.00	0.30	0.00	0.00	0.00	0.00	0.15	0.00	0.00	0.30	0.00	0.00	0.00	0.00	0.15	0.00	0.00	0.00
Wake	0.88	0.07	0.07	0.06	0.88	0.00	0.00	0.06	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.07	0.07	0.00
Western Highlands	0.08	4.14	1.04	0.27	0.08	0.71	0.15	0.00	0.00	1.30	0.00	0.00	0.00	2.13	0.15	0.00	0.00	0.00	0.74	0.27
Wilson-Greene-Edgecombe-Nash	0.42	0.26	0.25	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.21	0.00	0.00	0.00	0.21	0.26	0.25	0.00
<b>All LMEs Reporting</b>	<b>0.62</b>	<b>0.64</b>	<b>0.42</b>	<b>0.38</b>	<b>0.10</b>	<b>0.10</b>	<b>0.07</b>	<b>0.08</b>	<b>0.04</b>	<b>0.07</b>	<b>0.02</b>	<b>0.04</b>	<b>0.03</b>	<b>0.09</b>	<b>0.01</b>	<b>0.01</b>	<b>0.44</b>	<b>0.39</b>	<b>0.32</b>	<b>0.24</b>
Minimum	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Median	0.30	0.22	0.22	0.27	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.10	0.14	0.15
Maximum	6.67	5.95	2.38	2.53	0.88	0.71	0.73	0.68	0.41	1.30	0.17	0.51	0.33	2.13	0.15	0.34	6.50	5.60	2.21	1.24

1. Active consumers are the average monthly active caseload for the quarter and is calculated by performing a distinct count of clients in the Client Services Data Warehouse with a status code of "active" each month and averaging the three months.

**Table 44 - Numbers of Reported Level 3 Incidents Involving Medication Errors**

This table summarizes the numbers of reported Level 3 incidents involving medication errors. Level 3 incidents include any medication error that results in permanent physical or psychological impairment.

There were no Level 3 incidents involving medication errors reported this quarter.

LME	Reported Level 3 Incidents Involving Medication Errors																			
	Total Medication Errors Reported				Wrong Dosage Administered				Wrong Medication Administered				Wrong Time of Administration				Missed Dose (Includes Refusals)			
	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr
Alamance-Caswell-Rockingham	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Albemarle	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Catawba	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Centerpoint	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Crossroads	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Cumberland	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Durham	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Eastpointe	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Five County	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Foothills	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Guilford	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Johnston	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Mecklenburg	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Neuse	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
New River	0	0	NR	0	0	0	NR	0	0	0	NR	0	0	0	NR	0	0	0	NR	0
Onslow-Carteret	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
OPC	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Pathways	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Piedmont	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Pitt	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Roanoke-Chowan	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Sandhills	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Smoky Mountain	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Southeastern Center	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Southeastern Regional	1	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Tideland	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Wake	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Western Highlands	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Wilson-Greene-Edgecombe-Nash	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
All LMEs Reporting	1	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Percent of Total	100.0%	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%



**Table 45 - Rate of Reported Level 3 Incidents Involving Medication Errors Per 1,000 Active Consumers**

This table summarizes the rate of reported Level 3 incidents involving medication errors per 1,000 active consumers<sup>1</sup>. Level 3 incidents include any medication error that results in permanent physical or psychological impairment. Evaluating rates offer a better comparison measure than the actual numbers due to variation in the size of LMEs and the number of consumers served.

There were no Level 3 incidents involving a medication error reported this quarter.

LME	Rate of Reported Level 3 Incidents Involving Medication Errors Per 1,000 Active Consumers																			
	Total Medication Errors Reported				Wrong Dosage Administered				Wrong Medication Administered				Wrong Time of Administration				Missed Dose (Includes Refusals)			
	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr
Alamance-Caswell-Rockingham	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Albemarle	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Catawba	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Centerpoint	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Crossroads	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Cumberland	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Durham	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Eastpointe	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Five County	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Foothills	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Guilford	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Johnston	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Mecklenburg	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Neuse	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
New River	0.00	0.00	NR	0.00	0.00	0.00	NR	0.00	0.00	0.00	NR	0.00	0.00	0.00	NR	0.00	0.00	0.00	NR	0.00
Onslow-Carteret	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
OPC	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Pathways	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Piedmont	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Pitt	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Roanoke-Chowan	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Sandhills	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Smoky Mountain	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Southeastern Center	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Southeastern Regional	0.10	0.00	0.00	0.00	0.10	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Tideland	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Wake	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Western Highlands	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Wilson-Greene-Edgecombe-Nash	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
All LMEs Reporting	0.004	0.00	0.00	0.00	0.004	0.00	0.00	0.00	0.000	0.00	0.00	0.00	0.000	0.00	0.00	0.00	0.000	0.00	0.00	0.00
Minimum	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Median	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Maximum	0.10	0.00	0.00	0.00	0.10	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00

1. Active consumers are the average monthly active caseload for the quarter and is calculated by performing a distinct count of clients in the Client Services Data Warehouse with a status code of "active" each month and averaging the three months.

**Table 46 - Total Numbers of Reported Level 2 and Level 3 Incidents Involving Consumer Behavior**

This table summarizes the total numbers of reported Level 2 and Level 3 incidents involving consumer behavior. Level 2 incidents include any suicide attempt, and any sexual behavior, aggressive/destructive act, or other consumer behavior that involves a report to law enforcement, a complaint to an oversight agency, or a potentially serious threat to the health or safety of self or others. Level 3 incidents include any suicide attempt that results in permanent physical or psychological impairment; any sexual behavior that results in death, permanent physical or psychological impairment, arrest of the consumer, or public scrutiny (as determined by the host LME); and any aggressive/destructive act or other consumer behavior reported to law enforcement or an oversight agency that results in death, permanent physical or psychological impairment, or public scrutiny (as determined by the host LME).

There were 955 Level 2 and Level 3 incidents involving consumer behavior this quarter. More than half (59.9%) of these incidents involved "other consumer behavior". One-quarter (25.7%) involved "aggressive/destructive acts by the consumer". Suicide attempts accounted for 8.1% of the reported incidents, and "inappropriate or illegal sexual behavior" accounted for 6.4% of the reported incidents this quarter.

	Total Numbers of Level 2 and Level 3 Incidents Involving Consumer Behavior																			
LME	Total Incidents Involving Consumer Behavior				Suicide Attempt				Inappropriate or Illegal Sexual Behavior				Aggressive/Destructive Acts By Consumer				Other Consumer Behavior			
	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr
Alamance-Caswell-Rockingham	18	26	26	20	4	3	4	0	1	2	0	0	1	5	4	12	12	16	18	8
Albemarle	18	12	10	14	0	0	0	0	7	3	0	0	0	2	0	0	11	7	10	14
Catawba	23	47	20	24	3	5	1	5	0	2	0	0	0	0	0	0	20	40	19	19
Centerpoint	30	26	22	8	6	3	2	3	3	1	3	0	2	2	1	0	19	20	16	5
Crossroads	24	30	57	41	0	3	3	2	0	1	1	2	7	5	14	18	17	21	39	19
Cumberland	73	49	91	64	4	2	1	2	6	0	0	1	40	35	55	51	23	12	35	10
Durham	31	32	40	48	7	5	3	3	1	0	3	2	2	6	10	17	21	21	24	26
Eastpointe	24	40	52	67	3	4	3	4	2	6	7	6	4	0	0	0	15	30	42	57
Five County	30	24	22	23	0	1	1	1	1	1	0	0	20	19	18	15	9	3	3	7
Foothills	1	11	10	15	1	1	7	2	0	3	0	2	0	1	0	0	0	6	3	11
Guilford	42	41	53	52	4	1	5	2	0	0	1	1	16	15	15	20	22	25	32	29
Johnston	4	13	3	4	1	1	0	0	0	0	0	0	2	12	3	4	1	0	0	0
Mecklenburg	143	41	59	62	2	0	4	1	7	8	11	6	0	0	0	9	134	33	44	46
Neuse	19	22	18	16	0	3	1	0	0	1	0	0	19	15	0	1	0	3	17	15
New River	7	8	NR	5	2	0	NR	0	1	1	NR	0	4	5	NR	4	0	2	NR	1
Onslow-Carteret	2	2	6	0	0	0	0	0	0	0	1	0	0	0	3	0	2	2	2	0
OPC	18	9	6	8	2	4	1	3	0	0	0	2	7	2	5	1	9	3	0	2
Pathways	22	65	74	96	5	7	14	20	2	5	5	7	6	16	30	18	9	37	25	51
Piedmont	54	39	41	52	7	6	4	8	16	9	9	16	0	0	0	0	31	24	28	28
Pitt	11	19	19	16	0	1	1	1	0	0	0	2	1	1	1	0	10	17	17	13
Roanoke-Chowan	5	7	5	21	1	0	1	1	0	0	0	0	3	3	3	11	1	4	1	9
Sandhills	34	66	71	40	4	8	2	1	1	3	3	4	8	10	31	15	21	45	35	20
Smoky Mountain	7	5	16	4	0	1	4	2	1	1	2	0	6	3	9	1	0	0	1	1
Southeastern Center	60	56	46	63	0	0	1	3	5	2	2	1	1	15	12	5	54	39	31	54
Southeastern Regional	50	36	15	49	5	5	2	5	2	5	0	1	0	0	0	0	43	26	13	43
Tideland	4	18	10	8	0	0	0	1	1	0	0	1	0	0	1	0	3	18	9	6
Wake	34	43	69	55	2	4	2	3	3	3	5	1	21	31	54	39	8	5	8	12
Western Highlands	38	35	63	43	3	6	2	3	5	11	2	6	3	18	11	4	27	0	48	30
Wilson-Greene-Edgecombe-Nash	42	55	83	37	2	0	0	1	1	0	2	0	1	5	5	0	38	50	76	36
All LMEs Reporting	868	877	1,007	955	68	74	69	77	66	68	57	61	174	226	285	245	560	509	596	572
Percent of Total	100.0%	100.0%	100.0%	100.0%	7.8%	8.4%	6.9%	8.1%	7.6%	7.8%	5.7%	6.4%	20.0%	25.8%	28.3%	25.7%	64.5%	58.0%	59.2%	59.9%

**Table 47 - Rate of Total Reported Level 2 and Level 3 Incidents Involving Consumer Behavior Per 1,000 Active Consumers**

This table summarizes the rate of total reported Level 2 and Level 3 incidents involving consumer behavior per 1,000 active consumers<sup>1</sup>. Level 2 incidents include any suicide attempt, and any sexual behavior, aggressive/destructive act, or other consumer behavior that involves a report to law enforcement, a complaint to an oversight agency, or a potentially serious threat to the health or safety of self or others. Level 3 incidents include any suicide attempt that results in permanent physical or psychological impairment; any sexual behavior that results in death, permanent physical or psychological impairment, arrest of the consumer, or public scrutiny (as determined by the host LME); and any aggressive/destructive act or other consumer behavior reported to law enforcement or an oversight agency that results in death, permanent physical or psychological impairment, or public scrutiny (as determined by the host LME). Evaluating rates offer a better comparison measure than the actual numbers due to variation in the size of LMEs and the number of consumers served.

Based on the reported data, statewide there were 3.8 Level 2 and Level 3 incidents involving consumer behavior per 1,000 active consumers this quarter. This is a slight decrease over last quarter's rate of 4.0 per 1,000 active consumers. Variation among LMEs is likely due to variation in reporting by providers.

LME	Rate of Total Level 2 and Level 3 Incidents Involving Consumer Behavior Per 1,000 Active Consumers																			
	Total Incidents Involving Consumer Behavior				Suicide Attempt				Inappropriate or Illegal Sexual Behavior				Aggressive/Destructive Acts By Consumer				Other Consumer Behavior			
	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr
Alamance-Caswell-Rockingham	1.65	2.28	2.18	1.63	0.37	0.26	0.34	0.00	0.09	0.18	0.00	0.00	0.09	0.44	0.34	0.98	1.10	1.40	1.51	0.65
Albemarle	6.03	3.83	3.10	4.24	0.00	0.00	0.00	0.00	2.35	0.96	0.00	0.00	0.00	0.64	0.00	0.00	3.69	2.23	3.10	4.24
Catawba	7.30	14.00	5.65	6.71	0.95	1.49	0.28	1.40	0.00	0.60	0.00	0.00	0.00	0.00	0.00	0.00	6.35	11.92	5.37	5.31
Centerpoint	3.17	2.75	2.22	0.78	0.63	0.32	0.20	0.29	0.32	0.11	0.30	0.00	0.21	0.21	0.10	0.00	2.01	2.11	1.62	0.49
Crossroads	2.51	4.07	7.83	5.84	0.00	0.41	0.41	0.28	0.00	0.14	0.14	0.28	0.73	0.68	1.92	2.56	1.78	2.85	5.36	2.71
Cumberland	12.49	8.58	15.49	10.81	0.68	0.35	0.17	0.34	1.03	0.00	0.00	0.17	6.85	6.13	9.36	8.62	3.94	2.10	5.96	1.69
Durham	6.29	6.05	6.99	7.83	1.42	0.94	0.52	0.49	0.20	0.00	0.52	0.33	0.41	1.13	1.75	2.77	4.26	3.97	4.19	4.24
Eastpointe	2.86	4.96	6.22	7.41	0.36	0.50	0.36	0.44	0.24	0.74	0.84	0.66	0.48	0.00	0.00	0.00	1.79	3.72	5.02	6.30
Five County	3.59	2.82	2.52	2.54	0.00	0.12	0.11	0.11	0.12	0.12	0.00	0.00	2.40	2.23	2.06	1.66	1.08	0.35	0.34	0.77
Foothills	0.14	2.05	1.75	2.49	0.14	0.19	1.23	0.33	0.00	0.56	0.00	0.33	0.00	0.19	0.00	0.00	0.00	1.12	0.53	1.82
Guilford	4.72	4.46	5.71	5.42	0.45	0.11	0.54	0.21	0.00	0.00	0.11	0.10	1.80	1.63	1.62	2.08	2.47	2.72	3.45	3.02
Johnston	1.39	4.57	1.00	1.29	0.35	0.35	0.00	0.00	0.00	0.00	0.00	0.00	0.69	4.22	1.00	1.29	0.35	0.00	0.00	0.00
Mecklenburg	6.71	2.02	2.83	2.87	0.09	0.00	0.19	0.05	0.33	0.39	0.53	0.28	0.00	0.00	0.00	0.42	6.29	1.63	2.11	2.13
Neuse	6.36	3.35	2.56	2.13	0.00	0.46	0.14	0.00	0.00	0.15	0.00	0.00	6.36	2.29	0.00	0.13	0.00	0.46	2.42	2.00
New River	1.99	2.33	NR	1.19	0.57	0.00	NR	0.00	0.28	0.29	NR	0.00	1.14	1.45	NR	0.95	0.00	0.58	NR	0.24
Onslow-Carteret	0.37	0.32	0.86	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.14	0.00	0.00	0.00	0.43	0.00	0.37	0.32	0.29	0.00
OPC	3.32	1.90	1.26	1.67	0.37	0.84	0.21	0.63	0.00	0.00	0.00	0.42	1.29	0.42	1.05	0.21	1.66	0.63	0.00	0.42
Pathways	2.21	6.46	7.77	9.73	0.50	0.70	1.47	2.03	0.20	0.50	0.52	0.71	0.60	1.59	3.15	1.83	0.90	3.68	2.62	5.17
Piedmont	1.80	1.16	1.17	1.83	0.23	0.18	0.11	0.28	0.53	0.27	0.26	0.56	0.00	0.00	0.00	0.00	1.04	0.72	0.80	0.99
Pitt	1.66	6.10	6.13	15.36	0.00	0.32	0.32	0.96	0.00	0.00	0.00	1.92	0.15	0.32	0.32	0.00	1.51	5.46	5.49	12.48
Roanoke-Chowan	1.34	1.99	1.34	5.51	0.27	0.00	0.27	0.26	0.00	0.00	0.00	0.00	0.80	0.85	0.81	2.89	0.27	1.14	0.27	2.36
Sandhills	2.68	5.39	5.46	2.95	0.31	0.65	0.15	0.07	0.08	0.25	0.23	0.30	0.63	0.82	2.38	1.11	1.65	3.68	2.69	1.48
Smoky Mountain	0.74	0.49	1.49	0.37	0.00	0.10	0.37	0.19	0.11	0.10	0.19	0.00	0.63	0.29	0.84	0.09	0.00	0.00	0.09	0.09
Southeastern Center	9.32	8.11	6.17	7.84	0.00	0.00	0.13	0.37	0.78	0.29	0.27	0.12	0.16	2.17	1.61	0.62	8.39	5.65	4.16	6.72
Southeastern Regional	5.25	3.57	1.42	4.44	0.52	0.50	0.19	0.45	0.21	0.50	0.00	0.09	0.00	0.00	0.00	0.00	4.51	2.58	1.23	3.90
Tideland	0.61	2.74	1.51	1.20	0.00	0.00	0.00	0.15	0.15	0.00	0.00	0.15	0.00	0.00	0.15	0.00	0.46	2.74	1.36	0.90
Wake	2.29	3.05	4.61	3.53	0.13	0.28	0.13	0.19	0.20	0.21	0.33	0.06	1.41	2.20	3.61	2.50	0.54	0.35	0.53	0.77
Western Highlands	2.90	4.14	9.38	5.91	0.23	0.71	0.30	0.41	0.38	1.30	0.30	0.82	0.23	2.13	1.64	0.55	2.06	0.00	7.15	4.12
Wilson-Greene-Edgecombe-Nash	8.88	14.10	20.77	9.06	0.42	0.00	0.00	0.24	0.21	0.00	0.50	0.00	0.21	1.28	1.25	0.00	8.03	12.82	19.02	8.82
<b>All LMEs Reporting</b>	<b>3.49</b>	<b>3.60</b>	<b>4.00</b>	<b>3.80</b>	<b>0.27</b>	<b>0.30</b>	<b>0.27</b>	<b>0.31</b>	<b>0.27</b>	<b>0.28</b>	<b>0.23</b>	<b>0.24</b>	<b>0.70</b>	<b>0.93</b>	<b>1.13</b>	<b>0.98</b>	<b>2.25</b>	<b>2.09</b>	<b>2.37</b>	<b>2.28</b>
Minimum	0.14	0.32	0.86	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Median	2.86	3.57	2.96	3.53	0.27	0.28	0.20	0.26	0.15	0.15	0.12	0.10	0.41	0.68	0.82	0.42	1.65	2.10	2.26	2.00
Maximum	12.49	14.10	20.77	15.36	1.42	1.49	1.47	2.03	2.35	1.30	0.84	1.92	6.85	6.13	9.36	8.62	8.39	12.82	19.02	12.48

1. Active consumers are the average monthly active caseload for the quarter and is calculated by performing a distinct count of clients in the Client Services Data Warehouse with a status code of "active" each month and averaging the three months.

**Table 48 - Unduplicated Count of Consumers with Level 2 and Level 3 Incidents Involving Consumer Behavior Related To Suicide Attempts, Highest and Average Number of Incident Reports Per Consumer**

This table shows the total number of Level 2 and 3 incident reports involving consumer behavior related to suicide attempts filed by local providers in each catchment area, the unduplicated count of consumers involved, the highest number of incident reports for a single consumer, and the average number of incident reports for all other consumers for which an incident was reported.

Statewide, 77 incidents involving 73 consumers were reported this quarter. The highest number of incident reports for a single consumer this quarter was 2. The average number of incident reports for all other consumers for which an incident was reported was 1.0.

LME	Total Number of Level 2 and 3 Incident Reports Involving Consumer Behavior Related to Suicide Attempts															
	1st Qtr				2nd Qtr				3rd Qtr				4th Qtr			
	Total Level 2 and 3 Incidents	Unduplicated Count of Consumers	Highest Number of Reports for a Single Consumer	Avg # of Incident Reports For All Other Consumers	Total Level 2 and 3 Incidents	Unduplicated Count of Consumers	Highest Number of Reports for a Single Consumer	Avg # of Incident Reports For All Other Consumers	Total Level 2 and 3 Incidents	Unduplicated Count of Consumers	Highest Number of Reports for a Single Consumer	Avg # of Incident Reports For All Other Consumers	Total Level 2 and 3 Incidents	Unduplicated Count of Consumers	Highest Number of Reports for a Single Consumer	Avg # of Incident Reports For All Other Consumers
Alamance-Caswell-Rockingham	4	4	1	1.0	3	3	1	1.0	4	4	1	1.0	0	0	0	0.0
Albemarle	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0
Catawba	3	2	2	1.0	5	4	2	1.0	1	1	1	0.0	5	3	2	1.5
Centerpoint	6	6	1	1.0	3	3	1	1.0	2	2	1	1.0	3	3	1	1.0
Crossroads	0	0	0	0.0	3	3	1	1.0	3	3	1	1.0	2	2	1	1.0
Cumberland	4	4	1	1.0	2	2	1	1.0	1	1	1	0.0	2	2	1	1.0
Durham	7	7	1	1.0	5	5	1	1.0	3	3	1	1.0	3	3	1	1.0
Eastpointe	3	2	2	1.0	4	4	1	1.0	3	3	1	1.0	4	3	2	1.0
Five County	0	0	0	0.0	1	1	1	0.0	1	1	1	0.0	1	1	1	0.0
Foothills	1	1	1	0.0	1	1	1	0.0	7	7	1	1.0	2	2	1	1.0
Guilford	4	4	1	1.0	1	1	1	0.0	5	5	1	1.0	2	2	1	1.0
Johnston	1	1	1	0.0	1	1	1	0.0	0	0	0	0.0	0	0	0	0.0
Mecklenburg	2	2	1	1.0	0	0	0	0.0	4	4	1	1.0	1	1	1	0.0
Neuse	0	0	0	0.0	3	3	1	1.0	1	1	1	0.0	0	0	0	0.0
New River	2	1	1	0.0	0	0	0	0.0	NR	NR	NR	NR	0	0	0	0.0
Onslow-Carteret	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0
OPC	2	2	1	1.0	4	4	1	1.0	1	1	1	0.0	3	3	1	1.0
Pathways	5	5	1	1.0	7	7	1	1.0	14	14	1	1.0	20	20	1	1.0
Piedmont	7	7	1	1.0	6	6	1	1.0	4	4	1	1.0	8	7	2	1.0
Pitt	0	0	0	0.0	1	1	1	0.0	1	1	1	0.0	1	1	1	0.0
Roanoke-Chowan	1	1	1	0.0	0	0	0	0.0	1	1	1	0.0	1	1	1	0.0
Sandhills	4	4	1	1.0	8	7	2	1.0	2	1	2	0.0	1	1	1	0.0
Smoky Mountain	0	0	0	0.0	1	1	1	0.0	4	4	1	1.0	2	2	1	1.0
Southeastern Center	0	0	0	0.0	0	0	0	0.0	1	1	1	0.0	3	3	1	1.0
Southeastern Regional	5	4	2	1.0	5	5	1	1.0	2	2	1	1.0	5	5	1	1.0
Tideland	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0	1	1	1	0.0
Wake	2	2	1	1.0	4	4	1	1.0	2	2	1	1.0	3	3	1	1.0
Western Highlands	3	0	0	-3.0	6	5	2	1.0	2	2	1	1.0	3	3	1	1.0
Wilson-Greene-Edgecombe-Nash	2	2	1	1.0	0	0	0	0.0	0	0	0	0.0	1	1	1	0.0
<b>All LMEs Reporting</b>	<b>68</b>	<b>61</b>	<b>2</b>	<b>1.1</b>	<b>74</b>	<b>71</b>	<b>2</b>	<b>1.0</b>	<b>69</b>	<b>68</b>	<b>2</b>	<b>1.0</b>	<b>77</b>	<b>73</b>	<b>2</b>	<b>1.0</b>

**Table 49 - Unduplicated Count of Consumers with Level 2 and Level 3 Incidents Involving Consumer Behavior Related To Inappropriate or Illegal Sexual Activity, Highest and Average Number of Incident Reports Per Consumer**

This table shows the total number of Level 2 and 3 incident reports involving consumer behavior related to inappropriate or illegal sexual activity filed by local providers in each catchment area, the unduplicated count of consumers involved, the highest number of incident reports for a single consumer, and the average number of incident reports for all other consumers for which an incident was reported.

Statewide, 61 incidents involving 61 consumers were reported this quarter. The highest number of incident reports for a single consumer this quarter was 1. The average number of incident reports for all other consumers for which an incident was reported was 1.0.

LME	Total Number of Level 2 and 3 Incident Reports Involving Consumer Behavior Related to Inappropriate or Illegal Sexual Activity															
	1st Qtr				2nd Qtr				3rd Qtr				4th Qtr			
	Total Level 2 and 3 Incidents	Unduplicated Count of Consumers	Highest Number of Reports for a Single Consumer	Avg # of Incident Reports For All Other Consumers	Total Level 2 and 3 Incidents	Unduplicated Count of Consumers	Highest Number of Reports for a Single Consumer	Avg # of Incident Reports For All Other Consumers	Total Level 2 and 3 Incidents	Unduplicated Count of Consumers	Highest Number of Reports for a Single Consumer	Avg # of Incident Reports For All Other Consumers	Total Level 2 and 3 Incidents	Unduplicated Count of Consumers	Highest Number of Reports for a Single Consumer	Avg # of Incident Reports For All Other Consumers
Alamance-Caswell-Rockingham	1	1	1	0.0	2	2	1	1.0	0	0	0	0.0	0	0	0	0.0
Albemarle	7	6	2	1.0	3	3	1	1.0	0	0	0	0.0	0	0	0	0.0
Catawba	0	0	0	0.0	2	2	1	1.0	0	0	0	0.0	0	0	0	0.0
Centerpoint	3	3	1	1.0	1	1	1	0.0	3	3	1	1.0	0	0	0	0.0
Crossroads	0	0	0	0.0	1	1	1	0.0	1	1	1	0.0	2	2	1	1.0
Cumberland	6	6	1	1.0	0	0	0	0.0	0	0	0	0.0	1	1	1	0.0
Durham	1	1	1	0.0	0	0	0	0.0	3	2	2	1.0	2	2	1	1.0
Eastpointe	2	2	1	1.0	6	5	2	1.0	7	7	1	1.0	6	6	1	1.0
Five County	1	1	1	0.0	1	1	1	0.0	0	0	0	0.0	0	0	0	0.0
Foothills	0	0	0	0.0	3	3	1	1.0	0	0	0	0.0	2	2	1	1.0
Guilford	0	0	0	0.0	0	0	0	0.0	1	1	1	0.0	1	1	1	0.0
Johnston	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0
Mecklenburg	7	7	1	1.0	8	8	1	1.0	11	11	1	1.0	6	6	1	1.0
Neuse	0	0	0	0.0	1	1	1	0.0	0	0	0	0.0	0	0	0	0.0
New River	1	1	1	0.0	1	1	1	0.0	NR	NR	NR	NR	0	0	0	0.0
Onslow-Carteret	0	0	0	0.0	0	0	0	0.0	1	1	1	0.0	0	0	0	0.0
OPC	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0	2	2	1	1.0
Pathways	2	2	1	1.0	5	5	1	1.0	5	5	1	1.0	7	7	1	1.0
Piedmont	16	14	3	1.0	9	9	1	1.0	9	9	1	1.0	16	16	1	1.0
Pitt	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0	2	2	1	1.0
Roanoke-Chowan	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0
Sandhills	1	1	1	0.0	3	2	2	1.0	3	3	1	1.0	4	4	1	1.0
Smoky Mountain	1	1	1	0.0	1	1	1	0.0	2	2	1	1.0	0	0	0	0.0
Southeastern Center	5	5	1	1.0	2	2	1	1.0	2	2	1	1.0	1	1	1	0.0
Southeastern Regional	2	2	1	1.0	5	5	1	1.0	0	0	0	0.0	1	1	1	0.0
Tideland	1	1	1	0.0	0	0	0	0.0	0	0	0	0.0	1	1	1	0.0
Wake	3	3	1	1.0	3	3	1	1.0	5	5	1	1.0	1	1	1	0.0
Western Highlands	5	5	1	1.0	11	11	1	1.0	2	2	1	1.0	6	6	1	1.0
Wilson-Greene-Edgecombe-Nash	1	1	1	0.0	0	0	0	0.0	2	2	1	1.0	0	0	0	0.0
<b>All LMEs Reporting</b>	<b>66</b>	<b>63</b>	<b>3</b>	<b>1.0</b>	<b>68</b>	<b>66</b>	<b>2</b>	<b>1.0</b>	<b>57</b>	<b>56</b>	<b>2</b>	<b>1.0</b>	<b>61</b>	<b>61</b>	<b>1</b>	<b>1.0</b>

**Table 50 - Unduplicated Count of Consumers with Level 2 and Level 3 Incidents Involving Aggressive or Destructive Consumer Behavior, Highest and Average Number of Incident Reports Per Consumer**

This table shows the total number of Level 2 and 3 incident reports involving aggressive or destructive consumer behavior filed by local providers in each catchment area, the unduplicated count of consumers involved, the highest number of incident reports for a single consumer, and the average number of incident reports for all other consumers for which an incident was reported.

Statewide, 245 incidents involving 207 consumers were reported this quarter. The highest number of incident reports for a single consumer this quarter was 4. The average number of incident reports for all other consumers for which an incident was reported was 1.2.

LME	Total Number of Level 2 and 3 Incident Reports Involving Aggressive or Destructive Consumer Behavior															
	1st Qtr				2nd Qtr				3rd Qtr				4th Qtr			
	Total Level 2 and 3 Incidents	Unduplicated Count of Consumers	Highest Number of Reports for a Single Consumer	Avg # of Incident Reports For All Other Consumers	Total Level 2 and 3 Incidents	Unduplicated Count of Consumers	Highest Number of Reports for a Single Consumer	Avg # of Incident Reports For All Other Consumers	Total Level 2 and 3 Incidents	Unduplicated Count of Consumers	Highest Number of Reports for a Single Consumer	Avg # of Incident Reports For All Other Consumers	Total Level 2 and 3 Incidents	Unduplicated Count of Consumers	Highest Number of Reports for a Single Consumer	Avg # of Incident Reports For All Other Consumers
Alamance-Caswell-Rockingham	1	1	1	0.0	5	5	1	1.0	4	4	1	1.0	12	12	1	1.0
Albemarle	0	0	0	0.0	2	2	1	1.0	0	0	0	0.0	0	0	0	0.0
Catawba	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0
Centerpoint	2	2	1	1.0	2	2	1	1.0	1	1	1	0.0	0	0	0	0.0
Crossroads	7	5	3	1.0	5	4	2	1.0	14	12	3	1.0	18	15	2	1.1
Cumberland	40	27	9	1.2	35	27	3	1.2	55	43	3	1.2	51	46	3	1.1
Durham	2	2	1	1.0	6	6	4	0.4	10	9	2	1.0	17	13	3	1.2
Eastpointe	4	3	2	1.0	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0
Five County	20	18	3	1.0	19	15	3	1.1	18	18	1	1.0	15	12	2	1.2
Foothills	0	0	0	0.0	1	1	1	0.0	0	0	0	0.0	0	0	0	0.0
Guilford	16	15	2	1.0	15	14	2	1.0	15	15	1	1.0	20	18	2	1.1
Johnston	2	2	1	1.0	12	10	2	1.1	3	3	1	1.0	4	4	1	1.0
Mecklenburg	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0	9	9	1	1.0
Neuse	19	14	3	1.2	15	9	5	1.3	0	0	0	0.0	1	1	1	0.0
New River	4	1	1	0.0	5	4	2	1.0	NR	NR	NR	NR	4	4	1	1.0
Onslow-Carteret	0	0	0	0.0	0	0	0	0.0	3	3	1	1.0	0	0	0	0.0
OPC	7	7	1	1.0	2	2	1	1.0	5	4	2	1.0	1	1	1	0.0
Pathways	6	6	1	1.0	16	14	2	1.1	30	28	2	1.0	18	15	3	1.1
Piedmont	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0
Pitt	1	1	1	0.0	1	1	1	0.0	1	1	1	0.0	0	0	0	0.0
Roanoke-Chowan	3	3	1	1.0	3	3	1	1.0	3	3	1	1.0	11	11	1	1.0
Sandhills	8	8	1	1.0	10	8	3	1.0	31	19	10	1.2	15	10	3	1.3
Smoky Mountain	6	6	1	1.0	3	3	1	1.0	9	9	1	1.0	1	1	1	0.0
Southeastern Center	1	1	1	0.0	15	10	3	1.3	12	8	3	1.3	5	5	1	1.0
Southeastern Regional	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0
Tideland	0	0	0	0.0	0	0	0	0.0	1	1	1	0.0	0	0	0	0.0
Wake	21	16	6	1.0	31	25	2	1.2	54	41	3	1.3	39	27	4	1.3
Western Highlands	3	3	1	1.0	18	17	2	1.0	11	11	1	1.0	4	3	2	1.0
Wilson-Greene-Edgecombe-Nash	1	1	1	0.0	5	5	1	1.0	5	5	1	1.0	0	0	0	0.0
<b>All LMEs Reporting</b>	<b>174</b>	<b>142</b>	<b>9</b>	<b>1.2</b>	<b>226</b>	<b>187</b>	<b>5</b>	<b>1.2</b>	<b>285</b>	<b>238</b>	<b>10</b>	<b>1.2</b>	<b>245</b>	<b>207</b>	<b>4</b>	<b>1.2</b>

**Table 51 - Unduplicated Count of Consumers with Level 2 and Level 3 Incidents Involving Other Consumer Behaviors,  
Highest and Average Number of Incident Reports Per Consumer**

This table shows the total number of Level 2 and 3 incident reports involving other consumer behaviors filed by local providers in each catchment area, the unduplicated count of consumers involved, the highest number of incident reports for a single consumer, and the average number of incident reports for all other consumers for which an incident was reported.

Statewide, 572 incidents involving 472 consumers were reported this quarter. The highest number of incident reports for a single consumer this quarter was 6. The average number of incident reports for all other consumers for which an incident was reported was 1.2.

LME	Total Number of Level 2 and 3 Incident Reports Involving Other Consumer Behaviors															
	1st Qtr				2nd Qtr				3rd Qtr				4th Qtr			
	Total Level 2 and 3 Incidents	Unduplicated Count of Consumers	Highest Number of Reports for a Single Consumer	Avg # of Incident Reports For All Other Consumers	Total Level 2 and 3 Incidents	Unduplicated Count of Consumers	Highest Number of Reports for a Single Consumer	Avg # of Incident Reports For All Other Consumers	Total Level 2 and 3 Incidents	Unduplicated Count of Consumers	Highest Number of Reports for a Single Consumer	Avg # of Incident Reports For All Other Consumers	Total Level 2 and 3 Incidents	Unduplicated Count of Consumers	Highest Number of Reports for a Single Consumer	Avg # of Incident Reports For All Other Consumers
Alamance-Caswell-Rockingham	12	12	1	1.0	16	11	3	1.3	18	12	2	1.5	8	5	3	1.3
Albemarle	11	11	1	1.0	7	7	1	1.0	10	10	1	1.0	14	12	2	1.1
Catawba	20	10	9	1.2	40	27	4	1.4	19	16	3	1.1	19	8	5	2.0
Centerpoint	19	15	2	1.2	20	15	2	1.3	16	12	2	1.3	5	5	1	1.0
Crossroads	17	16	2	1.0	21	15	2	1.4	39	26	8	1.2	19	17	2	1.1
Cumberland	23	13	2	1.8	12	9	2	1.3	35	22	4	1.5	10	10	1	1.0
Durham	21	20	2	1.0	21	16	3	1.2	24	21	3	1.1	26	21	3	1.2
Eastpointe	15	13	2	1.1	30	22	4	1.2	42	26	3	1.6	57	47	2	1.2
Five County	9	8	2	1.0	3	3	1	1.0	3	3	1	1.0	7	7	1	1.0
Foothills	0	0	0	0.0	6	6	1	1.0	3	3	1	1.0	11	10	2	1.0
Guilford	22	20	2	1.1	25	22	2	1.1	32	27	2	1.2	29	25	3	1.1
Johnston	1	1	1	0.0	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0
Mecklenburg	134	39	4	3.4	33	24	5	1.2	44	32	4	1.3	46	26	5	1.6
Neuse	0	0	0	0.0	3	3	1	1.0	17	14	2	1.2	15	15	1	1.0
New River	0	0	0	0.0	2	2	1	1.0	NR	NR	NR	NR	1	1	1	0.0
Onslow-Carteret	2	1	2	0.0	2	2	1	1.0	2	2	1	1.0	0	0	0	0.0
OPC	9	9	3	0.8	3	3	1	1.0	0	0	0	0.0	2	2	1	1.0
Pathways	9	9	1	1.0	37	33	4	1.0	25	23	2	1.0	51	48	4	1.0
Piedmont	31	26	2	1.2	24	23	2	1.0	28	26	2	1.0	28	27	2	1.0
Pitt	10	8	2	1.1	17	8	2	2.1	17	8	2	2.1	13	12	2	1.0
Roanoke-Chowan	1	1	1	0.0	4	3	2	1.0	1	1	1	0.0	9	9	1	1.0
Sandhills	21	17	3	1.1	45	33	5	1.3	35	34	2	1.0	20	19	2	1.0
Smoky Mountain	0	0	0	0.0	0	0	0	0.0	1	1	1	0.0	1	1	1	0.0
Southeastern Center	54	44	4	1.2	39	28	4	1.3	31	23	4	1.2	54	39	6	1.3
Southeastern Regional	43	25	6	1.5	26	26	1	1.0	13	12	2	1.0	43	35	3	1.2
Tideland	3	3	1	1.0	18	12	3	1.4	9	8	2	1.0	6	6	1	1.0
Wake	8	8	1	1.0	5	5	1	1.0	8	6	2	1.2	12	12	1	1.0
Western Highlands	27	19	3	1.3	0	0	0	0.0	48	43	3	1.1	30	26	3	1.1
Wilson-Greene-Edgecombe-Nash	38	32	3	1.1	50	39	4	1.2	76	51	4	1.4	36	27	3	1.3
<b>All LMEs Reporting</b>	<b>560</b>	<b>380</b>	<b>9</b>	<b>1.5</b>	<b>509</b>	<b>397</b>	<b>5</b>	<b>1.3</b>	<b>596</b>	<b>462</b>	<b>8</b>	<b>1.3</b>	<b>572</b>	<b>472</b>	<b>6</b>	<b>1.2</b>

**Table 52 - Numbers of Reported Level 2 Incidents Involving Consumer Behavior**

This table summarizes the numbers of reported Level 2 incidents involving consumer behavior. Level 2 incidents include any suicide attempt, and any sexual behavior, aggressive/destructive act, or other consumer behavior that involves a report to law enforcement, a complaint to an oversight agency, or a potentially serious threat to the health or safety of self or others.

There was a total of 948 Level 2 incidents involving consumer behavior this quarter. More than half (60.1%) of these incidents involved "other consumer behavior", one-quarter (25.6%) of these incidents involved "aggressive/destructive acts by consumers", suicide attempts accounted for 8.0% of the reported incidents, and inappropriate or illegal sexual behavior accounted for 6.2% of the reported incidents this quarter.

LME	Numbers of Level 2 Incidents Involving Consumer Behavior																			
	Total Incidents Involving Consumer Behavior				Suicide Attempt				Inappropriate or Illegal Sexual Behavior				Aggressive/Destructive Acts By Consumer				Other Consumer Behavior			
	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr
Alamance-Caswell-Rockingham	17	26	25	20	4	3	4	0	0	2	0	0	1	5	3	12	12	16	18	8
Albemarle	18	12	10	14	0	0	0	0	7	3	0	0	0	2	0	0	11	7	10	14
Catawba	23	47	20	24	3	5	1	5	0	2	0	0	0	0	0	0	20	40	19	19
Centerpoint	30	26	21	8	6	3	2	3	3	1	2	0	2	2	1	0	19	20	16	5
Crossroads	24	30	57	41	0	3	3	2	0	1	1	2	7	5	14	18	17	21	39	19
Cumberland	73	49	91	64	4	2	1	2	6	0	0	1	40	35	55	51	23	12	35	10
Durham	31	32	40	47	7	5	3	3	1	0	3	2	2	6	10	16	21	21	24	26
Eastpointe	24	39	52	64	3	3	3	4	2	6	7	5	4	0	0	0	15	30	42	55
Five County	30	24	22	23	0	1	1	1	1	1	0	0	20	19	18	15	9	3	3	7
Foothills	1	11	10	15	1	1	7	2	0	3	0	2	0	1	0	0	0	6	3	11
Guilford	40	41	52	51	4	1	5	2	0	0	0	0	16	15	15	20	20	25	32	29
Johnston	4	13	3	4	1	1	0	0	0	0	0	0	2	12	3	4	1	0	0	0
Mecklenburg	143	41	59	61	2	0	4	1	7	8	11	6	0	0	0	8	134	33	44	46
Neuse	19	21	18	16	0	3	1	0	0	0	0	0	19	15	0	1	0	3	17	15
New River	7	8	NR	5	2	0	NR	0	1	1	NR	0	4	5	NR	4	0	2	NR	1
Onslow-Carteret	2	2	6	0	0	0	0	0	0	0	1	0	0	0	3	0	2	2	2	0
OPC	17	9	6	8	2	4	1	3	0	0	0	2	7	2	5	1	8	3	0	2
Pathways	22	65	74	96	5	7	14	20	2	5	5	7	6	16	30	18	9	37	25	51
Piedmont	54	39	41	52	7	6	4	8	16	9	9	16	0	0	0	0	31	24	28	28
Pitt	11	19	19	15	0	1	1	0	0	0	0	2	1	1	1	0	10	17	17	13
Roanoke-Chowan	5	7	5	21	1	0	1	1	0	0	0	0	3	3	3	11	1	4	1	9
Sandhills	32	66	70	40	4	8	2	1	0	3	2	4	7	10	31	15	21	45	35	20
Smoky Mountain	7	5	15	4	0	1	3	2	1	1	2	0	6	3	9	1	0	0	1	1
Southeastern Center	59	56	46	63	0	0	1	3	5	2	2	1	1	15	12	5	53	39	31	54
Southeastern Regional	48	36	15	49	4	5	2	5	2	5	0	1	0	0	0	0	42	26	13	43
Tideland	4	18	10	8	0	0	0	1	1	0	0	1	0	0	1	0	3	18	9	6
Wake	34	43	69	55	2	4	2	3	3	3	5	1	21	31	54	39	8	5	8	12
Western Highlands	38	35	63	43	3	6	2	3	5	11	2	6	3	18	11	4	27	0	48	30
Wilson-Greene-Edgecombe-Nash	42	55	83	37	2	0	0	1	1	0	2	0	1	5	5	0	38	50	76	36
<b>All LMEs Reporting</b>	<b>859</b>	<b>875</b>	<b>1,002</b>	<b>948</b>	<b>67</b>	<b>73</b>	<b>68</b>	<b>76</b>	<b>64</b>	<b>67</b>	<b>54</b>	<b>59</b>	<b>173</b>	<b>226</b>	<b>284</b>	<b>243</b>	<b>555</b>	<b>509</b>	<b>596</b>	<b>570</b>
<b>Percent of Total</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>7.8%</b>	<b>8.3%</b>	<b>6.8%</b>	<b>8.0%</b>	<b>7.5%</b>	<b>7.7%</b>	<b>5.4%</b>	<b>6.2%</b>	<b>20.1%</b>	<b>25.8%</b>	<b>28.3%</b>	<b>25.6%</b>	<b>64.6%</b>	<b>58.2%</b>	<b>59.5%</b>	<b>60.1%</b>



**Table 53 - Rate of Reported Level 2 Incidents Involving Consumer Behavior Per 1,000 Active Consumers**

This table summarizes the rate of reported Level 2 incidents involving consumer behavior per 1,000 active consumers<sup>1</sup>. Level 2 incidents include any suicide attempt, and any sexual behavior, aggressive/destructive act, or other consumer behavior that involves a report to law enforcement, a complaint to an oversight agency, or a potentially serious threat to the health or safety of self or others. Evaluating rates offer a better comparison measure than the actual numbers due to variation in the size of LMEs and the number of consumers served.

Statewide, there were 3.78 Level 2 incidents per 1,000 active consumers reported this quarter involving consumer behavior. This is a slight decrease over last quarter's rate of 3.98 Level 2 incidents per 1,000 active consumers. Variation among LMEs is likely due to variation in reporting by providers.

	Rate of Level 2 Incidents Involving Consumer Behavior Per 1,000 Active Consumers																			
LME	Total Incidents Involving Consumer Behavior				Suicide Attempt				Inappropriate or Illegal Sexual Behavior				Aggressive/Destructive Acts By Consumer				Other Consumer Behavior			
	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr
Alamance-Caswell-Rockingham	1.56	2.28	2.10	1.63	0.37	0.26	0.34	0.00	0.00	0.18	0.00	0.00	0.09	0.44	0.25	0.98	1.10	1.40	1.51	0.65
Albemarle	6.03	3.83	3.10	4.24	0.00	0.00	0.00	0.00	2.35	0.96	0.00	0.00	0.00	0.64	0.00	0.00	3.69	2.23	3.10	4.24
Catawba	7.30	14.00	5.65	6.71	0.95	1.49	0.28	1.40	0.00	0.60	0.00	0.00	0.00	0.00	0.00	0.00	6.35	11.92	5.37	5.31
Centerpoint	3.17	2.75	2.12	0.78	0.63	0.32	0.20	0.29	0.32	0.11	0.20	0.00	0.21	0.21	0.10	0.00	2.01	2.11	1.62	0.49
Crossroads	2.51	4.07	7.83	5.84	0.00	0.41	0.41	0.28	0.00	0.14	0.14	0.28	0.73	0.68	1.92	2.56	1.78	2.85	5.36	2.71
Cumberland	12.49	8.58	15.49	10.81	0.68	0.35	0.17	0.34	1.03	0.00	0.00	0.17	6.85	6.13	9.36	8.62	3.94	2.10	5.96	1.69
Durham	6.29	6.05	6.99	7.67	1.42	0.94	0.52	0.49	0.20	0.00	0.52	0.33	0.41	1.13	1.75	2.61	4.26	3.97	4.19	4.24
Eastpointe	2.86	4.83	6.22	7.07	0.36	0.37	0.36	0.44	0.24	0.74	0.84	0.55	0.48	0.00	0.00	0.00	1.79	3.72	5.02	6.08
Five County	3.59	2.82	2.52	2.54	0.00	0.12	0.11	0.11	0.12	0.12	0.00	0.00	2.40	2.23	2.06	1.66	1.08	0.35	0.34	0.77
Foothills	0.14	2.05	1.75	2.49	0.14	0.19	1.23	0.33	0.00	0.56	0.00	0.33	0.00	0.19	0.00	0.00	0.00	1.12	0.53	1.82
Guilford	4.49	4.46	5.60	5.32	0.45	0.11	0.54	0.21	0.00	0.00	0.00	0.00	1.80	1.63	1.62	2.08	2.25	2.72	3.45	3.02
Johnston	1.39	4.57	1.00	1.29	0.35	0.35	0.00	0.00	0.00	0.00	0.00	0.00	0.69	4.22	1.00	1.29	0.35	0.00	0.00	0.00
Mecklenburg	6.71	2.02	2.83	2.83	0.09	0.00	0.19	0.05	0.33	0.39	0.53	0.28	0.00	0.00	0.00	0.37	6.29	1.63	2.11	2.13
Neuse	6.36	3.20	2.56	2.13	0.00	0.46	0.14	0.00	0.00	0.00	0.00	0.00	6.36	2.29	0.00	0.13	0.00	0.46	2.42	2.00
New River	1.99	2.33	NR	1.19	0.57	0.00	NR	0.00	0.28	0.29	NR	0.00	1.14	1.45	NR	0.95	0.00	0.58	NR	0.24
Onslow-Carteret	0.37	0.32	0.86	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.14	0.00	0.00	0.00	0.43	0.00	0.37	0.32	0.29	0.00
OPC	3.14	1.90	1.26	1.67	0.37	0.84	0.21	0.63	0.00	0.00	0.00	0.42	1.29	0.42	1.05	0.21	1.48	0.63	0.00	0.42
Pathways	2.21	6.46	7.77	9.73	0.50	0.70	1.47	2.03	0.20	0.50	0.52	0.71	0.60	1.59	3.15	1.83	0.90	3.68	2.62	5.17
Piedmont	1.80	1.16	1.17	1.83	0.23	0.18	0.11	0.28	0.53	0.27	0.26	0.56	0.00	0.00	0.00	0.00	1.04	0.72	0.80	0.99
Pitt	1.66	6.10	6.13	14.40	0.00	0.32	0.32	0.00	0.00	0.00	0.00	1.92	0.15	0.32	0.32	0.00	1.51	5.46	5.49	12.48
Roanoke-Chowan	1.34	1.99	1.34	5.51	0.27	0.00	0.27	0.26	0.00	0.00	0.00	0.00	0.80	0.85	0.81	2.89	0.27	1.14	0.27	2.36
Sandhills	2.52	5.39	5.38	2.95	0.31	0.65	0.15	0.07	0.00	0.25	0.15	0.30	0.55	0.82	2.38	1.11	1.65	3.68	2.69	1.48
Smoky Mountain	0.74	0.49	1.39	0.37	0.00	0.10	0.28	0.19	0.11	0.10	0.19	0.00	0.63	0.29	0.84	0.09	0.00	0.00	0.09	0.09
Southeastern Center	9.17	8.11	6.17	7.84	0.00	0.00	0.13	0.37	0.78	0.29	0.27	0.12	0.16	2.17	1.61	0.62	8.24	5.65	4.16	6.72
Southeastern Regional	5.04	3.57	1.42	4.44	0.42	0.50	0.19	0.45	0.21	0.50	0.00	0.09	0.00	0.00	0.00	0.00	4.41	2.58	1.23	3.90
Tideland	0.61	2.74	1.51	1.20	0.00	0.00	0.00	0.15	0.15	0.00	0.00	0.15	0.00	0.00	0.15	0.00	0.46	2.74	1.36	0.90
Wake	2.29	3.05	4.61	3.53	0.13	0.28	0.13	0.19	0.20	0.21	0.33	0.06	1.41	2.20	3.61	2.50	0.54	0.35	0.53	0.77
Western Highlands	2.90	4.14	9.38	5.91	0.23	0.71	0.30	0.41	0.38	1.30	0.30	0.82	0.23	2.13	1.64	0.55	2.06	0.00	7.15	4.12
Wilson-Greene-Edgecombe-Nash	8.88	14.10	20.77	9.06	0.42	0.00	0.00	0.24	0.21	0.00	0.50	0.00	0.21	1.28	1.25	0.00	8.03	12.82	19.02	8.82
All LMEs Reporting	3.45	3.59	3.98	3.78	0.27	0.30	0.27	0.30	0.26	0.27	0.21	0.24	0.69	0.93	1.13	0.97	2.23	2.09	2.37	2.27
Minimum	0.14	0.32	0.86	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Median	2.86	3.57	2.96	3.53	0.27	0.28	0.20	0.24	0.15	0.14	0.07	0.09	0.41	0.68	0.82	0.37	1.51	2.10	2.26	2.00
Maximum	12.49	14.10	20.77	14.40	1.42	1.49	1.47	2.03	2.35	1.30	0.84	1.92	6.85	6.13	9.36	8.62	8.24	12.82	19.02	12.48

1. Active consumers are the average monthly active caseload for the quarter and is calculated by performing a distinct count of clients in the Client Services Data Warehouse with a status code of "active" each month and averaging the three months.

**Table 54 - Numbers of Reported Level 3 Incidents Involving Consumer Behavior**

This table summarizes the numbers of reported Level 3 incidents involving consumer behavior. Level 3 incidents include any suicide attempt that results in permanent physical or psychological impairment; any sexual behavior that results in death, permanent physical or psychological impairment, arrest of the consumer, or public scrutiny (as determined by the host LME); and any aggressive/destructive act or other consumer behavior reported to law enforcement or an oversight agency that results in death, permanent physical or psychological impairment, or public scrutiny (as determined by the host LME).

Statewide, there were 7 Level 3 incidents involving consumer behavior that were reported this quarter. These incidents were fairly evenly distributed across the four types of incidents depicted on this table.

LME	Numbers of Level 3 Incidents Involving Consumer Behavior																			
	Total Incidents Involving Consumer Behavior				Suicide Attempt				Inappropriate or Illegal Sexual Behavior				Aggressive/Destructive Acts By Consumer				Other Consumer Behavior			
	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr
Alamance-Caswell-Rockingham	1	0	1	0	0	0	0	0	1	0	0	0	0	0	1	0	0	0	0	0
Albemarle	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Catawba	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Centerpoint	0	0	1	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0
Crossroads	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Cumberland	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Durham	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0
Eastpointe	0	1	0	3	0	1	0	0	0	0	0	1	0	0	0	0	0	0	0	2
Five County	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Foothills	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Guilford	2	0	1	1	0	0	0	0	0	0	1	1	0	0	0	0	2	0	0	0
Johnston	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Mecklenburg	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0
Neuse	0	1	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0
New River	0	0	NR	0	0	0	NR	0	0	0	NR	0	0	0	NR	0	0	0	NR	0
Onslow-Carteret	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
OPC	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0
Pathways	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Piedmont	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Pitt	0	0	0	1	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0
Roanoke-Chowan	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Sandhills	2	0	1	0	0	0	0	0	1	0	1	0	1	0	0	0	0	0	0	0
Smoky Mountain	0	0	1	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0
Southeastern Center	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0
Southeastern Regional	2	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0
Tideland	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Wake	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Western Highlands	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Wilson-Greene-Edgecombe-Nash	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>All LMEs Reporting</b>	<b>9</b>	<b>2</b>	<b>5</b>	<b>7</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>2</b>	<b>5</b>	<b>0</b>	<b>0</b>	<b>2</b>
<b>Percent of Total</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>11.1%</b>	<b>50.0%</b>	<b>20.0%</b>	<b>14.3%</b>	<b>22.2%</b>	<b>50.0%</b>	<b>60.0%</b>	<b>28.6%</b>	<b>11.1%</b>	<b>0.0%</b>	<b>20.0%</b>	<b>28.6%</b>	<b>55.6%</b>	<b>0.0%</b>	<b>0.0%</b>	<b>28.6%</b>

**Table 55 - Rate of Reported Level 3 Incidents Involving Consumer Behavior Per 1,000 Active Consumers**

This table summarizes the rate of reported Level 3 incidents involving consumer behavior per 1,000 active consumers<sup>1</sup>. Level 3 incidents include any suicide attempt that results in permanent physical or psychological impairment; any sexual behavior that results in death, permanent physical or psychological impairment, arrest of the consumer, or public scrutiny (as determined by the host LME); and any aggressive/destructive act or other consumer behavior reported to law enforcement or an oversight agency that results in death, permanent physical or psychological impairment, or public scrutiny (as determined by the host LME). Evaluating rates offer a better comparison measure than the actual numbers due to variation in the size of LMEs and the number of consumers served.

Statewide, there were 7 Level 3 incidents involving consumer behavior that were reported this quarter for a rate of 0.03 Level 3 incidents per 1,000 active consumers.

LME	Rate of Level 3 Incidents Involving Consumer Behavior Per 1,000 Active Consumers																			
	Total Incidents Involving Consumer Behavior				Suicide Attempt				Inappropriate or Illegal Sexual Behavior				Aggressive/Destructive Acts By Consumer				Other Consumer Behavior			
	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr
Alamance-Caswell-Rockingham	0.09	0.00	0.08	0.00	0.00	0.00	0.00	0.00	0.09	0.00	0.00	0.00	0.00	0.00	0.08	0.00	0.00	0.00	0.00	0.00
Albemarle	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Catawba	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Centerpoint	0.00	0.00	0.10	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.10	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Crossroads	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Cumberland	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Durham	0.00	0.00	0.00	0.16	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.16	0.00	0.00	0.00	0.00
Eastpointe	0.00	0.12	0.00	0.33	0.00	0.12	0.00	0.00	0.00	0.00	0.00	0.11	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.22
Five County	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Foothills	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Guilford	0.22	0.00	0.11	0.10	0.00	0.00	0.00	0.00	0.00	0.00	0.11	0.10	0.00	0.00	0.00	0.00	0.22	0.00	0.00	0.00
Johnston	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Mecklenburg	0.00	0.00	0.00	0.05	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.05	0.00	0.00	0.00	0.00
Neuse	0.00	0.15	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.15	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
New River	0.00	0.00	NR	0.00	0.00	0.00	NR	0.00	0.00	0.00	NR	0.00	0.00	0.00	NR	0.00	0.00	0.00	NR	0.00
Onslow-Carteret	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
OPC	0.18	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.18	0.00	0.00	0.00
Pathways	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Piedmont	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Pitt	0.00	0.00	0.00	0.96	0.00	0.00	0.00	0.96	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Roanoke-Chowan	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Sandhills	0.16	0.00	0.08	0.00	0.00	0.00	0.00	0.00	0.08	0.00	0.08	0.00	0.08	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Smoky Mountain	0.00	0.00	0.09	0.00	0.00	0.00	0.09	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Southeastern Center	0.16	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.16	0.00	0.00	0.00
Southeastern Regional	0.21	0.00	0.00	0.00	0.10	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.10	0.00	0.00	0.00
Tideland	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Wake	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Western Highlands	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Wilson-Greene-Edgecombe-Nash	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
<b>All LMEs Reporting</b>	<b>0.04</b>	<b>0.01</b>	<b>0.02</b>	<b>0.03</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.01</b>	<b>0.00</b>	<b>0.01</b>	<b>0.01</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.01</b>	<b>0.02</b>	<b>0.00</b>	<b>0.00</b>	<b>0.01</b>
Minimum	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Median	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Maximum	0.22	0.15	0.11	0.96	0.10	0.12	0.09	0.96	0.09	0.15	0.11	0.11	0.08	0.00	0.08	0.16	0.22	0.00	0.00	0.22

1. Active consumers are the average monthly active caseload for the quarter and is calculated by performing a distinct count of clients in the Client Services Data Warehouse with a status code of "active" each month and averaging the three months.

**Table 56 - Total Number of Level 2 and Level 3 "Other Incidents" Reported**

This table summarizes the numbers of "other incidents" that were reported. All of the "other incidents" listed, except for fire, are Level 2 incidents. Fire may be either a Level 2 or a Level 3 incident. A fire that threatens the consumer's health or safety is a Level 2 incident. A fire that results in permanent physical or psychological impairment or public scrutiny (as determined by the host LME) is a Level 3 incident.

There was a total of 496 "other incidents" reported this quarter. This represents a decrease from last quarter. Unplanned consumer absences represents 75.4%, suspensions of consumers from service represents 17.5%, expulsions of consumers from services represents 5.6%, and fires represents 1.4% of "other incidents" reported this quarter.

LME	Total Number of Level 2 and Level 3 "Other Incidents" Reported																							
	Total "Other Incidents" Reported				Suspension of Consumer from Services (Level 2 only)				Expulsion of Consumer from Services (Level 2 only)				Unplanned Consumer Absence Over 3 Hours or Reported to Legal Authorities (Level 2 only)				Fire that Threatens or Impairs a Consumer's Health or Safety (Level 2)				Fire that Results In Permanent Impairment or Public Scrutiny (Level 3)			
	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr
Alamance-Caswell-Rockingham	11	8	15	11	1	4	4	0	1	0	0	1	9	4	11	10	0	0	0	0	0	0	0	0
Albemarle	1	1	2	2	0	0	0	0	0	0	0	0	0	1	1	2	1	0	1	0	0	0	0	0
Catawba	13	27	30	6	0	3	0	1	0	0	0	0	13	24	30	5	0	0	0	0	0	0	0	0
Centerpoint	37	22	19	26	4	2	0	6	1	1	0	0	32	19	19	20	0	0	0	0	0	0	0	0
Crossroads	2	11	24	14	1	5	15	7	0	1	0	0	1	5	9	7	0	0	0	0	0	0	0	0
Cumberland	31	32	49	44	1	7	14	9	0	0	0	0	30	25	35	34	0	0	0	1	0	0	0	0
Durham	18	20	26	26	1	0	0	2	1	1	0	1	16	19	26	23	0	0	0	0	0	0	0	0
Eastpointe	8	8	32	19	0	0	1	4	0	0	0	1	8	8	30	14	0	0	1	0	0	0	0	0
Five County	8	5	14	9	0	0	0	0	0	0	0	0	8	5	14	9	0	0	0	0	0	0	0	0
Foothills	10	14	15	7	0	2	2	3	0	0	0	0	10	12	13	4	0	0	0	0	0	0	0	0
Guilford	26	53	57	56	2	9	14	18	0	2	1	0	21	42	41	38	3	0	1	0	0	0	0	0
Johnston	8	4	9	10	1	0	1	1	0	0	0	0	7	4	8	9	0	0	0	0	0	0	0	0
Mecklenburg	86	55	64	56	3	1	0	0	0	0	0	0	80	53	63	55	3	1	1	1	0	0	0	0
Neuse	5	5	6	2	1	2	0	0	0	0	0	0	2	3	6	2	2	0	0	0	0	0	0	0
New River	11	30	0	6	1	1	NR	0	7	10	NR	3	3	19	NR	3	0	0	NR	0	0	0	NR	0
Onslow-Carteret	2	5	1	2	0	1	0	0	0	0	1	0	2	4	0	2	0	0	0	0	0	0	0	0
OPC	15	7	19	11	0	1	4	0	3	0	3	1	12	6	12	10	0	0	0	0	0	0	0	0
Pathways	26	18	22	40	8	2	1	18	1	0	1	3	17	15	20	15	0	1	0	4	0	0	0	0
Piedmont	40	25	37	34	4	2	3	4	1	1	0	0	34	17	34	30	1	5	0	0	0	0	0	0
Pitt	4	8	8	5	0	0	0	0	0	0	0	0	4	8	8	5	0	0	0	0	0	0	0	0
Roanoke-Chowan	2	1	0	1	0	1	0	0	0	0	0	0	2	0	0	1	0	0	0	0	0	0	0	0
Sandhills	25	21	43	28	2	2	8	4	5	3	10	3	15	16	25	21	3	0	0	0	0	0	0	0
Smoky Mountain	5	1	6	3	0	0	3	1	0	0	2	1	5	1	1	1	0	0	0	0	0	0	0	0
Southeastern Center	26	19	12	8	0	0	2	0	2	1	1	1	24	18	9	7	0	0	0	0	0	0	0	0
Southeastern Regional	4	15	4	12	0	0	0	0	0	0	0	2	4	15	4	9	0	0	0	1	0	0	0	0
Tideland	3	0	3	5	2	0	1	1	0	0	0	1	1	0	2	3	0	0	0	0	0	0	0	0
Wake	41	57	45	24	11	2	3	4	0	0	0	0	27	55	42	20	3	0	0	0	0	0	0	0
Western Highlands	16	20	32	22	0	1	2	4	9	8	10	10	7	11	19	8	0	0	1	0	0	0	0	0
Wilson-Greene-Edgecombe-Nash	11	7	21	7	1	1	3	0	0	1	0	0	10	5	17	7	0	0	1	0	0	0	0	0
<b>All LMEs Reporting</b>	<b>495</b>	<b>499</b>	<b>615</b>	<b>496</b>	<b>44</b>	<b>49</b>	<b>81</b>	<b>87</b>	<b>31</b>	<b>29</b>	<b>29</b>	<b>28</b>	<b>404</b>	<b>414</b>	<b>499</b>	<b>374</b>	<b>16</b>	<b>7</b>	<b>6</b>	<b>7</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Percent of Total</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>8.9%</b>	<b>9.8%</b>	<b>13.2%</b>	<b>17.5%</b>	<b>6.3%</b>	<b>5.8%</b>	<b>4.7%</b>	<b>5.6%</b>	<b>81.6%</b>	<b>83.0%</b>	<b>81.1%</b>	<b>75.4%</b>	<b>3.2%</b>	<b>1.4%</b>	<b>1.0%</b>	<b>1.4%</b>	<b>0.0%</b>	<b>0.0%</b>	<b>0.0%</b>	<b>0.0%</b>

**Table 57 - Rate of Level 2 and Level 3 "Other Incidents" Reported Per 1,000 Active Consumers**

This table summarizes the rate of "other incidents" that were reported per 1,000 active consumers<sup>1</sup>. All of the "other incidents" listed, except for fire, are Level 2 incidents. Fire may be either a Level 2 or a Level 3 incident. A fire that threatens the consumer's health or safety is a Level 2 incident. A fire that results in permanent physical or psychological impairment or public scrutiny (as determined by the host LME) is a Level 3 incident. Evaluating rates offer a better comparison measure than the actual numbers due to variation in the size of LMEs and the number of consumers served.

Based on the reported data, statewide there were 1.98 "other incidents" per 1,000 active consumers during this quarter. This was a slight decrease in rate from last quarter. Variation among LMEs is likely due to variation in reporting by providers.

LME	Rate of Level 2 and Level 3 "Other Incidents" Reported Per 1,000 Active Consumers																							
	Total "Other Incidents" Reported				Suspension of Consumer from Services (Level 2 only)				Expulsion of Consumer from Services (Level 2 only)				Unplanned Consumer Absence Over 3 Hours or Reported to Legal Authorities (Level 2 only)				Fire that Threatens or Impairs a Consumer's Health or Safety (Level 2)				Fire that Results In Permanent Impairment or Public Scrutiny (Level 3)			
	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr
Alamance-Caswell-Rockingham	1.01	0.70	1.26	0.90	0.09	0.35	0.34	0.00	0.09	0.00	0.00	0.08	0.82	0.35	0.92	0.82	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Albemarle	0.34	0.32	0.62	0.61	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.32	0.31	0.61	0.34	0.00	0.31	0.00	0.00	0.00	0.00	0.00
Catawba	4.12	8.05	8.48	1.68	0.00	0.89	0.00	0.28	0.00	0.00	0.00	0.00	4.12	7.15	8.48	1.40	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Centerpoint	3.90	2.32	1.92	2.54	0.42	0.21	0.00	0.59	0.11	0.11	0.00	0.00	3.38	2.01	1.92	1.95	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Crossroads	0.21	1.49	3.30	1.99	0.10	0.68	2.06	1.00	0.00	0.14	0.00	0.00	0.10	0.68	1.24	1.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Cumberland	5.31	5.60	8.34	7.43	0.17	1.23	2.38	1.52	0.00	0.00	0.00	0.00	5.13	4.38	5.96	5.74	0.00	0.00	0.00	0.17	0.00	0.00	0.00	0.00
Durham	3.65	3.78	4.54	4.24	0.20	0.00	0.00	0.33	0.20	0.19	0.00	0.16	3.25	3.59	4.54	3.75	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Eastpointe	0.95	0.99	3.83	2.10	0.00	0.00	0.12	0.44	0.00	0.00	0.00	0.11	0.95	0.99	3.59	1.55	0.00	0.00	0.12	0.00	0.00	0.00	0.00	0.00
Five County	0.96	0.59	1.61	1.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.96	0.59	1.61	1.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Foothills	1.37	2.61	2.63	1.16	0.00	0.37	0.35	0.50	0.00	0.00	0.00	0.00	1.37	2.24	2.28	0.66	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Guilford	2.92	5.76	6.14	5.84	0.22	0.98	1.51	1.88	0.00	0.22	0.11	0.00	2.36	4.57	4.42	3.96	0.34	0.00	0.11	0.00	0.00	0.00	0.00	0.00
Johnston	2.77	1.41	3.00	3.23	0.35	0.00	0.33	0.32	0.00	0.00	0.00	0.00	2.43	1.41	2.66	2.91	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Mecklenburg	4.03	2.71	3.07	2.59	0.14	0.05	0.00	0.00	0.00	0.00	0.00	0.00	3.75	2.62	3.02	2.55	0.14	0.05	0.05	0.05	0.00	0.00	0.00	0.00
Neuse	1.67	0.76	0.85	0.27	0.33	0.30	0.00	0.00	0.00	0.00	0.00	0.00	0.67	0.46	0.85	0.27	0.67	0.00	0.00	0.00	0.00	0.00	0.00	0.00
New River	3.13	8.73	0.00	1.43	0.28	0.29	NR	0.00	1.99	2.91	NR	0.71	0.85	5.53	NR	0.71	0.00	0.00	NR	0.00	0.00	0.00	NR	0.00
Onslow-Carteret	0.37	0.80	0.14	0.26	0.00	0.16	0.00	0.00	0.00	0.00	0.14	0.00	0.37	0.64	0.00	0.26	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
OPC	2.77	1.48	4.00	2.29	0.00	0.21	0.84	0.00	0.55	0.00	0.63	0.21	2.21	1.26	2.53	2.09	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Pathways	2.61	1.79	2.31	4.06	0.80	0.20	0.10	1.83	0.10	0.00	0.10	0.30	1.71	1.49	2.10	1.52	0.00	0.10	0.00	0.41	0.00	0.00	0.00	0.00
Piedmont	1.34	0.75	1.05	1.20	0.13	0.06	0.09	0.14	0.03	0.03	0.00	0.00	1.14	0.51	0.97	1.06	0.03	0.15	0.00	0.00	0.00	0.00	0.00	0.00
Pitt	0.60	2.57	2.58	4.80	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.60	2.57	2.58	4.80	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Roanoke-Chowan	0.54	0.28	0.00	0.26	0.00	0.28	0.00	0.00	0.00	0.00	0.00	0.00	0.54	0.00	0.00	0.26	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Sandhills	1.97	1.72	3.31	2.07	0.16	0.16	0.62	0.30	0.39	0.25	0.77	0.22	1.18	1.31	1.92	1.55	0.24	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Smoky Mountain	0.53	0.10	0.56	0.28	0.00	0.00	0.28	0.09	0.00	0.00	0.19	0.09	0.53	0.10	0.09	0.09	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Southeastern Center	4.04	2.75	1.61	0.99	0.00	0.00	0.27	0.00	0.31	0.14	0.13	0.12	3.73	2.61	1.21	0.87	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Southeastern Regional	0.42	1.49	0.38	1.09	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.18	0.42	1.49	0.38	0.82	0.00	0.00	0.00	0.09	0.00	0.00	0.00	0.00
Tideland	0.46	0.00	0.45	0.75	0.30	0.00	0.15	0.15	0.00	0.00	0.00	0.15	0.15	0.00	0.30	0.45	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Wake	2.76	4.04	3.01	1.54	0.74	0.14	0.20	0.26	0.00	0.00	0.00	0.00	1.82	3.90	2.81	1.28	0.20	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Western Highlands	1.22	2.36	4.77	3.02	0.00	0.12	0.30	0.55	0.69	0.95	1.49	1.37	0.53	1.30	2.83	1.10	0.00	0.00	0.15	0.00	0.00	0.00	0.00	0.00
Wilson-Greene-Edgemcombe-Nash	2.32	1.79	5.26	1.71	0.21	0.26	0.75	0.00	0.00	0.26	0.00	0.00	2.11	1.28	4.25	1.71	0.00	0.00	0.25	0.00	0.00	0.00	0.00	0.00
<b>All LMEs Reporting</b>	<b>1.99</b>	<b>2.05</b>	<b>2.45</b>	<b>1.98</b>	<b>0.18</b>	<b>0.20</b>	<b>0.32</b>	<b>0.35</b>	<b>0.12</b>	<b>0.12</b>	<b>0.12</b>	<b>0.11</b>	<b>1.62</b>	<b>1.70</b>	<b>1.98</b>	<b>1.49</b>	<b>0.06</b>	<b>0.03</b>	<b>0.02</b>	<b>0.03</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>
Minimum	0.21	0.00	0.00	0.26	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.09	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Median	1.67	1.72	2.58	1.68	0.10	0.16	0.14	0.14	0.00	0.00	0.00	0.00	1.14	1.31	2.01	1.10	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Maximum	5.31	8.73	8.48	7.43	0.80	1.23	2.38	1.88	1.99	2.91	1.49	1.37	5.13	7.15	8.48	5.74	0.67	0.15	0.31	0.41	0.00	0.00	0.00	0.00

1. Active consumers are the average monthly active caseload for the quarter and is calculated by performing a distinct count of clients in the Client Services Data Warehouse with a status code of "active" each month and averaging the three months.

**Table 58 - Unduplicated Count of Consumers with Level 2 Incidents Involving Suspensions of Consumers,  
Highest and Average Number of Incident Reports Per Consumer**

This table shows the total number of Level 2 incident reports involving suspensions of consumers filed by local providers in each catchment area, the unduplicated count of consumers involved, the highest number of incident reports for a single consumer, and the average number of incident reports for all other consumers for which an incident was reported.

Statewide, 87 incidents involving 78 consumers were reported this quarter. The highest number of incident reports for a single consumer this quarter was 3. The average number of incident reports for all other consumers for which an incident was reported was 1.1.

LME	Total Number of Level 2 Incident Reports Involving Suspensions of Consumers															
	1st Qtr				2nd Qtr				3rd Qtr				4th Qtr			
	Total Level 2 Incidents	Unduplicated Count of Consumers	Highest Number of Reports for a Single Consumer	Avg # of Incident Reports For All Other Consumers	Total Level 2 Incidents	Unduplicated Count of Consumers	Highest Number of Reports for a Single Consumer	Avg # of Incident Reports For All Other Consumers	Total Level 2 Incidents	Unduplicated Count of Consumers	Highest Number of Reports for a Single Consumer	Avg # of Incident Reports For All Other Consumers	Total Level 2 Incidents	Unduplicated Count of Consumers	Highest Number of Reports for a Single Consumer	Avg # of Incident Reports For All Other Consumers
Alamance-Caswell-Rockingham	1	1	1	0.0	4	4	1	1.0	4	4	1	1.0	0	0	0	0.0
Albemarle	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0
Catawba	0	0	0	0.0	3	3	1	1.0	0	0	0	0.0	1	1	1	0.0
Centerpoint	4	4	1	1.0	2	2	1	1.0	0	0	0	0.0	6	5	2	1.0
Crossroads	1	1	1	0.0	5	4	2	1.0	15	8	8	1.0	7	7	1	1.0
Cumberland	1	1	1	0.0	7	5	2	1.3	14	11	2	1.2	9	6	3	1.2
Durham	1	1	1	0.0	0	0	0	0.0	0	0	0	0.0	2	2	1	1.0
Eastpointe	0	0	0	0.0	0	0	0	0.0	1	1	1	0.0	4	3	2	1.0
Five County	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0
Foothills	0	0	0	0.0	2	1	2	0.0	2	2	1	1.0	3	3	1	1.0
Guilford	2	2	1	1.0	9	8	2	1.0	14	10	3	1.2	18	15	3	1.1
Johnston	1	1	1	0.0	0	0	0	0.0	1	1	1	0.0	1	1	1	0.0
Mecklenburg	3	3	1	1.0	1	1	1	0.0	0	0	0	0.0	0	0	0	0.0
Neuse	1	1	1	0.0	2	2	1	1.0	0	0	0	0.0	0	0	0	0.0
New River	1	1	1	0.0	1	1	1	0.0	NR	NR	NR	NR	0	0	0	0.0
Onslow-Carteret	0	0	0	0.0	1	1	1	0.0	0	0	0	0.0	0	0	0	0.0
OPC	0	0	0	0.0	1	1	1	0.0	4	3	2	1.0	0	0	0	0.0
Pathways	8	8	1	1.0	2	2	1	1.0	1	1	1	0.0	18	18	1	1.0
Piedmont	4	4	1	1.0	2	2	1	1.0	3	3	1	1.0	4	3	2	1.0
Pitt	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0
Roanoke-Chowan	0	0	0	0.0	1	1	1	0.0	0	0	0	0.0	0	0	0	0.0
Sandhills	2	2	1	1.0	2	2	1	1.0	8	8	1	1.0	4	4	1	1.0
Smoky Mountain	0	0	0	0.0	0	0	0	0.0	3	3	1	1.0	1	1	1	0.0
Southeastern Center	0	0	0	0.0	0	0	0	0.0	2	2	1	1.0	0	0	0	0.0
Southeastern Regional	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0
Tideland	2	2	1	1.0	0	0	0	0.0	1	1	1	0.0	1	1	1	0.0
Wake	11	7	3	1.3	2	2	1	1.0	3	2	2	1.0	4	4	1	1.0
Western Highlands	0	0	0	0.0	1	1	1	0.0	2	2	1	1.0	4	4	1	1.0
Wilson-Greene-Edgecombe-Nash	1	1	1	0.0	1	1	1	0.0	3	3	1	1.0	0	0	0	0.0
<b>All LMEs Reporting</b>	<b>44</b>	<b>40</b>	<b>3</b>	<b>1.1</b>	<b>49</b>	<b>44</b>	<b>2</b>	<b>1.1</b>	<b>81</b>	<b>65</b>	<b>8</b>	<b>1.1</b>	<b>87</b>	<b>78</b>	<b>3</b>	<b>1.1</b>

**Table 59 - Unduplicated Count of Consumers with Level 2 Incidents Involving Expulsions of Consumers,  
Highest and Average Number of Incident Reports Per Consumer**

This table shows the total number of Level 2 incident reports involving expulsions of consumers filed by local providers in each catchment area, the unduplicated count of consumers involved, the highest number of incident reports for a single consumer, and the average number of incident reports for all other consumers for which an incident was reported.

Statewide, 28 incidents involving 28 consumers were reported this quarter. The highest number of incident reports for a single consumer this quarter was 1. The average number of incident reports for all other consumers for which an incident was reported was 1.0.

LME	Total Number of Level 2 Incident Reports Involving Expulsions of Consumers															
	1st Qtr				2nd Qtr				3rd Qtr				4th Qtr			
	Total Level 2 Incidents	Unduplicated Count of Consumers	Highest Number of Reports for a Single Consumer	Avg # of Incident Reports For All Other Consumers	Total Level 2 Incidents	Unduplicated Count of Consumers	Highest Number of Reports for a Single Consumer	Avg # of Incident Reports For All Other Consumers	Total Level 2 Incidents	Unduplicated Count of Consumers	Highest Number of Reports for a Single Consumer	Avg # of Incident Reports For All Other Consumers	Total Level 2 Incidents	Unduplicated Count of Consumers	Highest Number of Reports for a Single Consumer	Avg # of Incident Reports For All Other Consumers
Alamance-Caswell-Rockingham	1	1	1	0.0	0	0	0	0.0	0	0	0	0.0	1	1	1	0.0
Albemarle	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0
Catawba	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0
Centerpoint	1	1	1	0.0	1	1	1	0.0	0	0	0	0.0	0	0	0	0.0
Crossroads	0	0	0	0.0	1	1	1	0.0	0	0	0	0.0	0	0	0	0.0
Cumberland	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0
Durham	1	1	1	0.0	1	1	1	0.0	0	0	0	0.0	1	1	1	0.0
Eastpointe	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0	1	1	1	0.0
Five County	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0
Foothills	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0
Guilford	0	0	0	0.0	2	2	1	1.0	1	1	1	0.0	0	0	0	0.0
Johnston	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0
Mecklenburg	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0
Neuse	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0
New River	7	1	1	0.0	10	10	1	1.0	NR	NR	NR	NR	3	3	1	1.0
Onslow-Carteret	0	0	0	0.0	0	0	0	0.0	1	1	1	0.0	0	0	0	0.0
OPC	3	3	1	1.0	0	0	0	0.0	3	3	1	1.0	1	1	1	0.0
Pathways	1	1	1	0.0	0	0	0	0.0	1	1	1	0.0	3	3	1	1.0
Piedmont	1	1	1	0.0	1	1	1	0.0	0	0	0	0.0	0	0	0	0.0
Pitt	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0
Roanoke-Chowan	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0
Sandhills	5	4	2	1.0	3	3	1	1.0	10	10	1	1.0	3	3	1	1.0
Smoky Mountain	0	0	0	0.0	0	0	0	0.0	2	2	1	1.0	1	1	1	0.0
Southeastern Center	2	2	1	1.0	1	1	1	0.0	1	1	1	0.0	1	1	1	0.0
Southeastern Regional	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0	2	2	1	1.0
Tideland	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0	1	1	1	0.0
Wake	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0
Western Highlands	9	9	1	1.0	8	8	1	1.0	10	10	1	1.0	10	10	1	1.0
Wilson-Greene-Edgecombe-Nash	0	0	0	0.0	1	1	1	0.0	0	0	0	0.0	0	0	0	0.0
<b>All LMEs Reporting</b>	<b>31</b>	<b>24</b>	<b>2</b>	<b>1.3</b>	<b>29</b>	<b>29</b>	<b>1</b>	<b>1.0</b>	<b>29</b>	<b>29</b>	<b>1</b>	<b>1.0</b>	<b>28</b>	<b>28</b>	<b>1</b>	<b>1.0</b>

**Table 60 - Unduplicated Count of Consumers with Level 2 and Level 3 Incidents Involving Fires,  
Highest and Average Number of Incident Reports Per Consumer**

This table shows the total number of Level 2 and 3 incident reports involving fires filed by local providers in each catchment area, the unduplicated count of consumers involved, the highest number of incident reports for a single consumer, and the average number of incident reports for all other consumers for which an incident was reported.

Statewide, 7 incidents involving 7 consumers were reported this quarter. The highest number of incident reports for a single consumer this quarter was 1. The average number of incident reports for all other consumers for which an incident was reported was 1.0.

LME	Total Number of Level 2 and 3 Incident Reports Involving Fires															
	1st Qtr				2nd Qtr				3rd Qtr				4th Qtr			
	Total Level 2 and 3 Incidents	Unduplicated Count of Consumers	Highest Number of Reports for a Single Consumer	Avg # of Incident Reports For All Other Consumers	Total Level 2 and 3 Incidents	Unduplicated Count of Consumers	Highest Number of Reports for a Single Consumer	Avg # of Incident Reports For All Other Consumers	Total Level 2 and 3 Incidents	Unduplicated Count of Consumers	Highest Number of Reports for a Single Consumer	Avg # of Incident Reports For All Other Consumers	Total Level 2 and 3 Incidents	Unduplicated Count of Consumers	Highest Number of Reports for a Single Consumer	Avg # of Incident Reports For All Other Consumers
Alamance-Caswell-Rockingham	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0
Albemarle	1	1	1	0.0	0	0	0	0.0	1	1	1	0.0	0	0	0	0.0
Catawba	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0
Centerpoint	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0
Crossroads	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0
Cumberland	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0	1	1	1	0.0
Durham	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0
Eastpointe	0	0	0	0.0	0	0	0	0.0	1	1	1	0.0	0	0	0	0.0
Five County	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0
Foothills	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0
Guilford	3	3	1	1.0	0	0	0	0.0	1	1	1	0.0	0	0	0	0.0
Johnston	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0
Mecklenburg	3	3	1	1.0	1	1	1	0.0	1	1	1	0.0	1	1	1	0.0
Neuse	2	2	1	1.0	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0
New River	0	0	0	0.0	0	0	0	0.0	NR	NR	NR	NR	0	0	0	0.0
Onslow-Carteret	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0
OPC	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0
Pathways	0	0	0	0.0	1	1	1	0.0	0	0	0	0.0	4	4	1	1.0
Piedmont	1	1	1	0.0	5	5	1	1.0	0	0	0	0.0	0	0	0	0.0
Pitt	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0
Roanoke-Chowan	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0
Sandhills	3	3	1	1.0	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0
Smoky Mountain	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0
Southeastern Center	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0
Southeastern Regional	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0	1	1	1	0.0
Tideland	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0
Wake	3	3	1	1.0	0	0	0	0.0	0	0	0	0.0	0	0	0	0.0
Western Highlands	0	0	0	0.0	0	0	0	0.0	1	1	1	0.0	0	0	0	0.0
Wilson-Greene-Edgecombe-Nash	0	0	0	0.0	0	0	0	0.0	1	1	1	0.0	0	0	0	0.0
<b>All LMEs Reporting</b>	<b>16</b>	<b>16</b>	<b>1</b>	<b>1.0</b>	<b>7</b>	<b>7</b>	<b>1</b>	<b>1.0</b>	<b>6</b>	<b>6</b>	<b>1</b>	<b>1.0</b>	<b>7</b>	<b>7</b>	<b>1</b>	<b>1.0</b>

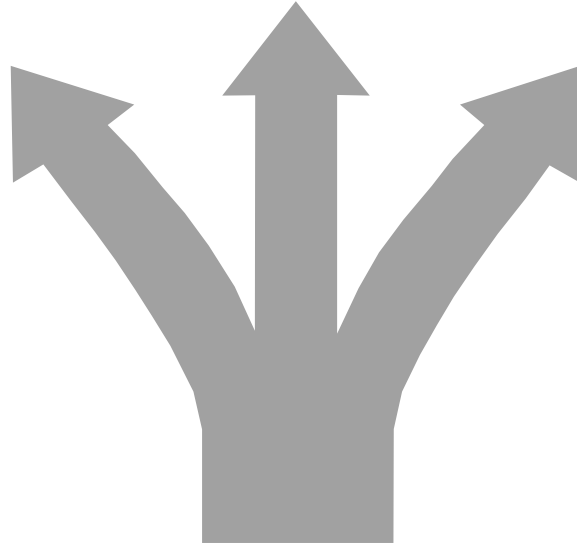


**Table 61 - Unduplicated Count of Consumers with Level 2 Incidents Involving Unplanned Consumer Absences, Highest and Average Number of Incident Reports Per Consumer**

This table shows the total number of Level 2 incident reports involving unplanned consumer absences over three hours or absences reported to legal authorities filed by local providers in each catchment area, the unduplicated count of consumers involved, the highest number of incident reports for a single consumer, and the average number of incident reports for all other consumers for which an incident was reported.

Statewide, 374 incidents involving 299 consumers were reported this quarter. The highest number of incident reports for a single consumer this quarter was 8. The average number of incident reports for all other consumers for which an incident was reported was 1.2.

LME	Total Number of Level 2 Incident Reports Involving Unplanned Consumer Absences > 3 Hours or Absences Reported to Legal Authorities															
	1st Qtr				2nd Qtr				3rd Qtr				4th Qtr			
	Total Level 2 Incidents	Unduplicated Count of Consumers	Highest Number of Reports for a Single Consumer	Avg # of Incident Reports For All Other Consumers	Total Level 2 Incidents	Unduplicated Count of Consumers	Highest Number of Reports for a Single Consumer	Avg # of Incident Reports For All Other Consumers	Total Level 2 Incidents	Unduplicated Count of Consumers	Highest Number of Reports for a Single Consumer	Avg # of Incident Reports For All Other Consumers	Total Level 2 Incidents	Unduplicated Count of Consumers	Highest Number of Reports for a Single Consumer	Avg # of Incident Reports For All Other Consumers
Alamance-Caswell-Rockingham	9	9	1	1.0	4	4	1	1.0	11	11	1	1.0	10	10	1	1.0
Albemarle	0	0	0	0.0	1	1	1	0.0	1	1	1	0.0	2	2	1	1.0
Catawba	13	9	3	1.3	24	14	4	1.5	30	19	4	1.4	5	5	1	1.0
Centerpoint	32	26	3	1.2	19	14	3	1.2	19	13	4	1.3	20	16	2	1.2
Crossroads	1	1	1	0.0	5	5	1	1.0	9	9	1	1.0	7	6	2	1.0
Cumberland	30	23	4	1.2	25	21	3	1.1	35	23	7	1.3	34	27	3	1.2
Durham	16	10	5	1.2	19	16	2	1.1	26	11	7	1.9	23	20	2	1.1
Eastpointe	8	5	4	1.0	8	7	2	1.0	30	22	3	1.3	14	12	3	1.0
Five County	8	5	2	1.5	5	5	1	1.0	14	11	4	1.0	9	8	2	1.0
Foothills	10	10	1	1.0	12	11	2	1.0	13	12	2	1.0	4	4	1	1.0
Guilford	21	15	4	1.2	42	29	5	1.3	41	32	4	1.2	38	29	3	1.3
Johnston	7	7	1	1.0	4	4	1	1.0	8	4	3	1.7	9	9	1	1.0
Mecklenburg	80	57	4	1.4	53	40	7	1.2	63	42	13	1.2	55	31	8	1.6
Neuse	2	2	1	1.0	3	2	2	1.0	6	4	2	1.3	2	2	1	1.0
New River	3	1	1	0.0	19	13	5	1.2	NR	NR	NR	NR	3	3	1	1.0
Onslow-Carteret	2	1	2	0.0	4	4	1	1.0	0	0	0	0.0	2	2	1	1.0
OPC	12	9	3	1.1	6	6	1	1.0	12	10	2	1.1	10	10	1	1.0
Pathways	17	17	1	1.0	15	9	6	1.1	20	18	2	1.1	15	13	2	1.1
Piedmont	34	21	8	1.3	17	15	2	1.1	34	33	2	1.0	30	22	3	1.3
Pitt	4	4	1	1.0	8	8	1	1.0	8	7	2	1.0	5	5	1	1.0
Roanoke-Chowan	2	2	1	1.0	0	0	0	0.0	0	0	0	0.0	1	1	1	0.0
Sandhills	15	14	2	1.0	16	14	2	1.1	25	19	5	1.1	21	16	3	1.2
Smoky Mountain	5	4	2	1.0	1	1	1	0.0	1	1	1	0.0	1	1	1	0.0
Southeastern Center	24	19	3	1.2	18	12	3	1.4	9	8	2	1.0	7	5	3	1.0
Southeastern Regional	4	3	2	1.0	15	12	2	1.2	4	4	1	1.0	9	6	3	1.2
Tideland	1	1	1	0.0	0	0	0	0.0	2	2	1	1.0	3	3	1	1.0
Wake	27	24	2	1.1	55	28	11	1.6	42	32	4	1.2	20	16	3	1.1
Western Highlands	7	6	2	1.0	11	11	1	1.0	19	14	3	1.2	8	8	1	1.0
Wilson-Greene-Edgecombe-Nash	10	2	8	2.0	5	2	4	1.0	17	17	1	1.0	7	7	1	1.0
<b>All LMEs Reporting</b>	<b>404</b>	<b>307</b>	<b>8</b>	<b>1.3</b>	<b>414</b>	<b>308</b>	<b>11</b>	<b>1.3</b>	<b>499</b>	<b>379</b>	<b>13</b>	<b>1.3</b>	<b>374</b>	<b>299</b>	<b>8</b>	<b>1.2</b>



**Please give us feedback so we can improve these reports by making them more informative and more useful to you!**

Michael Schwartz or Candy Helms  
Quality Management Team  
Community Policy Management Section  
North Carolina Department of Health and Human Services  
Division of Mental Health, Developmental Disabilities, and Substance Abuse Services  
3004 Mail Service Center  
Raleigh, North Carolina 27699-3004

(919) 733-0696  
Email: [ContactDMHQuality@ncmail.net](mailto:ContactDMHQuality@ncmail.net)

The Division's Web Page --- <http://www.ncdhhs.gov/mhddsas>

No copies of this document were printed. This report was distributed electronically by email and through the Division's web page.